

## Rother District Council

<b>Report to:</b>	Licensing and General Purposes Committee
<b>Date:</b>	17 April 2023
<b>Title:</b>	CCTV in Licensed Vehicles
<b>Report of:</b>	Head of Service-Environmental Services, Licensing and Community Safety
<b>Ward(s):</b>	All
<b>Purpose of Report:</b>	To consider whether to implement the mandatory use of CCTV cameras within licensed vehicles.
<b>Recommendation:</b>	It be <b>RESOLVED</b> : That the decision to make CCTV compulsory in licensed vehicles be deferred for 18 months.

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### Background

1. Currently we permit vehicles to install Closed Circuit Television (CCTV), this is subject to detailed conditions in order to control use and access to the data, as set out in our Hackney carriage and Private Hire Policy (Appendix E), as detailed in a separate report.
2. HM Government published new guidance on standards for licensed vehicles in the Statutory Taxi and Private Hire Vehicle Standards Report 2020. The aim of the guidance is to protect vulnerable children and adults who travel in taxi and private hire vehicles. Amongst a range of recommendations, the guidance has advised licensing authorities to consider whether it is appropriate to make it mandatory for licensed vehicles to have CCTV installed and operatory within licensed vehicles within its area.
3. The Government has recognised that there is always a risk to the public and to drivers from travelling in taxis and private hire vehicles. Clearly, licensing policies and procedures have been developed in order to reduce the potential for harm, but it is recognised that it is not possible to remove entirely the possibility that issues will arise.
4. There is evidence that these types of vehicles are high risk environments and that there is a risk to passengers and drivers who travel in them. The risk is greatest for children and vulnerable adults and abuse and exploitation can be facilitated by, or even perpetrated by the trade. Research that has been conducted into this area has identified that sexual assaults have been identified as a particular problem and that there is likely to be a level of under-reporting of incidents that do occur.
5. The Department of Transport who compiled the standards have the view that CCTV can provide an additional tool for deterring harmful behaviour within vehicles and that it can be helpful when problems do arise. They believe that CCTV can provide a safer environment for the benefit of taxi/private hire vehicle passengers and drivers by:
  - a. deterring and preventing the occurrence of crime;

- b. reducing the fear of crime;
  - c. assisting the police in investigating incidents of crime; and
  - d. assisting insurance companies in investigating motor vehicle accidents.
6. At the time that the Government released their report, only a small number of licensing authorities had made it mandatory for vehicles to be fitted with CCTV. The Government advised that they had received reports from local authorities that have mandated the use of CCTV and that these local authorities felt that the use of CCTV had made it feel safer for both passengers and drivers.
  7. It was also felt that that the requirement to have CCTV installed may deter people that are intent on causing harm from applying to be a driver. Although, anecdotally, it is understood that incidents do still occur even in vehicles where CCTV is installed.
  8. The view is that it is also beneficial if recordings have both audio and visual recordings, as it is felt that this information is helpful in identifying drivers that exhibit inappropriate behaviour toward passengers.
  9. Audio recordings need to be overt; those that are being recorded should be aware that recording is in progress. Recordings should also be targeted and made only when drivers or passengers deem that it is necessary. In order to achieve this, drivers and passengers need to be able to activate recording when they want to. Audio CCTV should, however, not be recording all the time to ensure that passengers have privacy when they are speaking to each other during journeys.

## **Data Protection**

10. There is detailed advice about the data protection aspects of CCTV in an Annex of the Statutory Standards Department of Transport's guidance document, and this sets out the responsibilities that would be acquired by the licensing authority should CCTV be made a mandatory condition. In the Annex, it explains that current guidance from the Home Office on Surveillance Cameras and their use states the need to ensure that operators of surveillance camera systems use them in a way that the public would expect and that this will maintain public trust and confidence in these systems.
11. Whilst the Government is supportive of the use of surveillance cameras, there is the need to make sure that:
  - a. Must be a legitimate aim for their use.
  - b. Necessary to meet a pressing need.
  - c. Proportionate.
  - d. Effective.
  - e. That use is compliant with legal obligations.
12. It is the way that the technology is used that can be potentially intrusive and therefore needs to be clear why and where cameras are being used. Any use must be proportionate and the purpose for use should be transparent to those effected and should not unnecessarily interfere with human rights.
13. System operators must adopt the following guiding principles:

- There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.
- There must be clear responsibility and accountability for all surveillance camera system activities, including images and information collected, held and used.
- Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.
- No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.
- Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.
- Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
- Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
- There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.
- When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.
- Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

14. In view of the principles outlined above, those operating CCTV should be clear on their responsibilities and how to operate the systems that are installed.

### **Data Controller**

15. It is also important to note that if a licensing authority issues a licence that makes it a mandatory condition to install a CCTV, the local authority would become the data controller. As a 'relevant authority', the licensing authority would have to have regard to the guiding principles as set out above. This is a complex role and has legal and IT implications for the Council.
16. If the decision is taken to make CCTV a mandatory condition, the Council would need to firstly ensure that it had the necessary legal and IT controls in place. This is likely to be difficult, as the Council has significant IT security restrictions on its internal systems and we would need to ensure that we have met all legal obligations prior to commencement of any mandatory scheme.

## **Consultation**

17. The Government recommended that licensing authorities should consult as to whether CCTV should be a mandatory requirement. The Government felt that it is important to identify if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse effect on the safety of taxi and private hire users, including children or vulnerable adults. The consultation was also expected to consider the privacy aspect of using CCTV in this way; the need to be certain, that this is required for our district and the need to ensure that its use is proportionate.
18. As resolved by this Committee, consultation was undertaken from 16 December 2022 until 20 January 2023. The results from the consultation are set out in Appendix A.
19. Overall, the majority response from the public was receptive to having CCTV in taxis. Their main reason for support being increased safety or feeling more confident about their security. The majority response from the taxi industry was not in favour, primarily due to additional operational costs when there are so many other financial pressures. Other concerns were related to the technical operation of CCTV and their own privacy and the potential response from their target markets. It was clear that a more detailed proposal on how the scheme might operate would address some of those concerns.
20. Sussex Police support making CCTV mandatory.

## **Costs**

21. Prior to the release of the Taxi Standards report, the Government did undertake an impact assessment of the costs of installing a CCTV system within a vehicle and it was estimated that the costs would be in the region of £600 per vehicle. There is also likely to be costs for servicing and maintaining the system. At the current time, it is understood that to have a CCTV system installed could cost as much as £850 or rent a system for around £30 per month.
22. There are potential increased costs to the authority for acting as the data controller or administering the system. It is not clear at present what the likely costs would be, but these costs will need to be recovered via the fee system from vehicle, driver or operator fees once identified.

## **Other authorities**

23. Eastbourne and Lewes are making CCTV compulsory from October 2023, Hastings has not yet made a final decision and Wealden has decided to defer a decision for 18 months.

## **Conclusion**

24. HM Government have advised that licensing authorities need to consider whether they introduce a mandatory requirement for CCTV use within its licensed private hire and hackney carriage vehicles. They have stated that local authorities should consult locally and establish 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. They have also emphasised that it is also important to consider this alongside issues regarding privacy within vehicles.

25. This report and the feedback from the consultation considers these issues and Members are being asked to decide on whether a mandatory requirement for CCTV use should be introduced for licensed hackney carriage and private hire vehicles. It is recommended that a decision is deferred for 18 months to consider the experience of other authorities who have made CCTV compulsory and to give the authority time to overcome the legal and IT implications of being the data controller.

### Human Rights and Legal

26. Recording a person's activities and conversation on camera is intrusive and therefore subject to strict data protection and human rights controls. It must be necessary and proportionate.

### Crime and Disorder

27. Requiring CCTV in all licensed vehicles may deter crime and provide evidence of criminality.

### Financial

28. Fees would have to increase as a result of additional costs.

### Risk Management

29. Without strong data protection controls, there are significant legal risks to the authority if it is the data controller.

Other Implications	Applies?	Other Implications	Applies?
Human Rights	Yes	Equalities and Diversity	No
Crime and Disorder	Yes	External Consultation	Yes
Environmental	No	Access to Information	No
Risk Management	Yes	Exempt from publication	No

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Appendix:	A - Consultation responses
Relevant Previous Minutes:	LG21/20
Background Papers:	None
Reference Documents:	<a href="https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards">https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards</a>

## CCTV in Taxis Customer Research

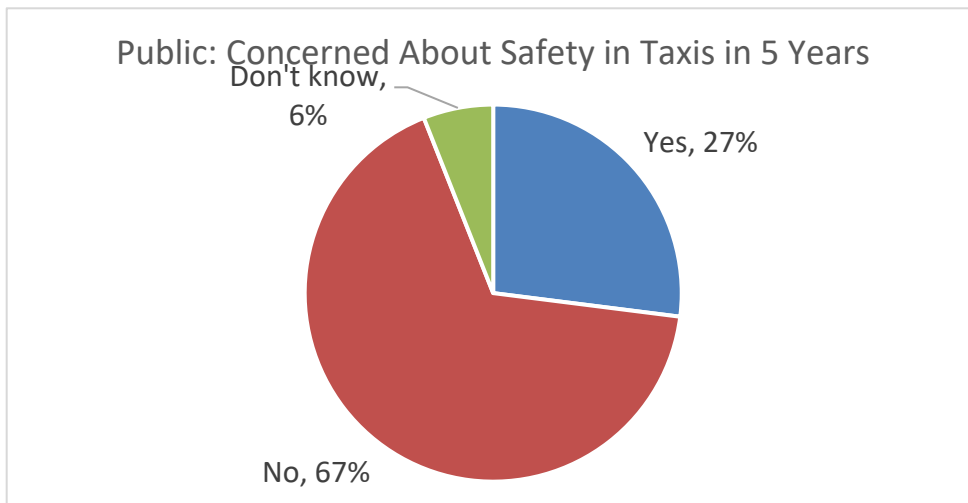
1. **Introduction.** The Council wanted to gain some insight into the public and taxi industry's response to the potential introduction of compulsory CCTV in taxis. In particular, if there were any specific local conditions or circumstances that the Council should take into account before continuing any further with working up some options on the project. This was not a consultation because there were no specific options on the table to discuss. The Council provided to respondents a link to the Government's guidance, which is in favour of CCTV in taxis.
2. **Executive Summary.** Overall, the majority response from the public was receptive to having CCTV in taxis. Their main reason for support being increased safety or feeling more confident about their security. The majority response from the taxi industry was not in favour primarily due to additional operational costs when there are so many other financial pressures. Other concerns were related to the technical operation of CCTV and their own privacy and the potential response from their target markets. It was clear that a more detailed proposal on how the scheme might operate would address some of those concerns.
3. **Method.** The Council opened an online survey on 15 December 2022 to the public and also accepted written or emailed responses. The survey was closed on 20 January 2023. In total, the Council received 159 online survey responses and two emails for a total of 161 responses.
4. **Participation.** We received 125 online responses from residents and two online responses from regular visitors to the district, plus one emailed response from a resident. This is a total of 128 responses from members of the public who are or could be taxi passengers.
5. We received 25 online responses from drivers and one emailed response from a husband and wife who identified themselves as taxi drivers. We had a further five responses from taxi company managers and owners. Responding companies are listed below, but the number of responses from individual drivers from the company are signified in brackets after the business name.
  - a. Steve's Taxi
  - b. Town Taxis (6)
  - c. Home James (3)
  - d. Arrows Transport of Battle
  - e. Duda Taxi
  - f. Stuart's Taxi
  - g. Ivy Executive
  - h. 290 Taxis
  - i. W Cars
  - j. CC Taxis
  - k. Parkhurst Taxis
  - l. C-Side Cars
  - m. Winchelsea Taxis
  - n. Andy's Taxi
  - o. Quickcabz
  - p. Burwash Village Cars
  - q. Dave's Taxi
  - r. Burwash Private Hire

- s. Botley's Taxi
- t. Events Travel Ltd.

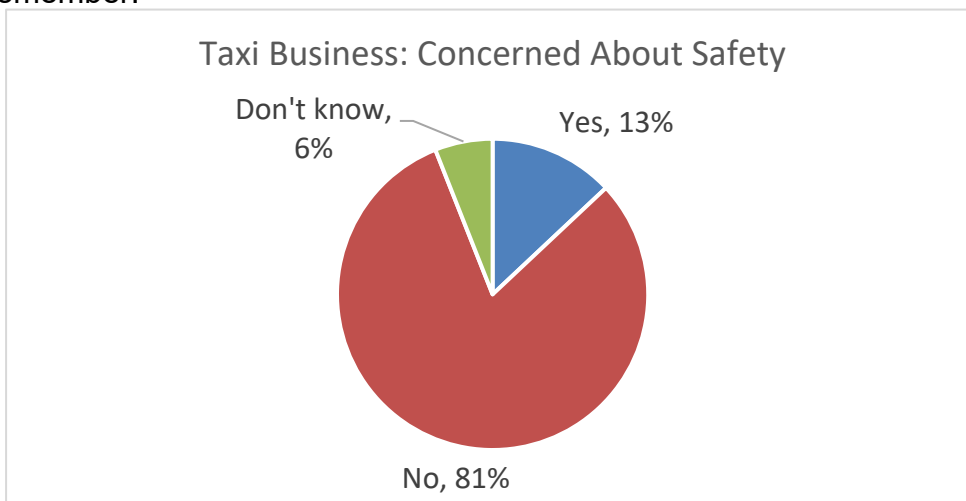
- 6. We had two responses from Sussex Police. One response was from a local hotel, Saltcote Place, Rye.
- 7. **Communication.** This survey opportunity was promoted by our Communications Team in the usual media and social media and was notified in My Alerts on 16 December. In addition, we prepared a poster for taxis.

**Responses**

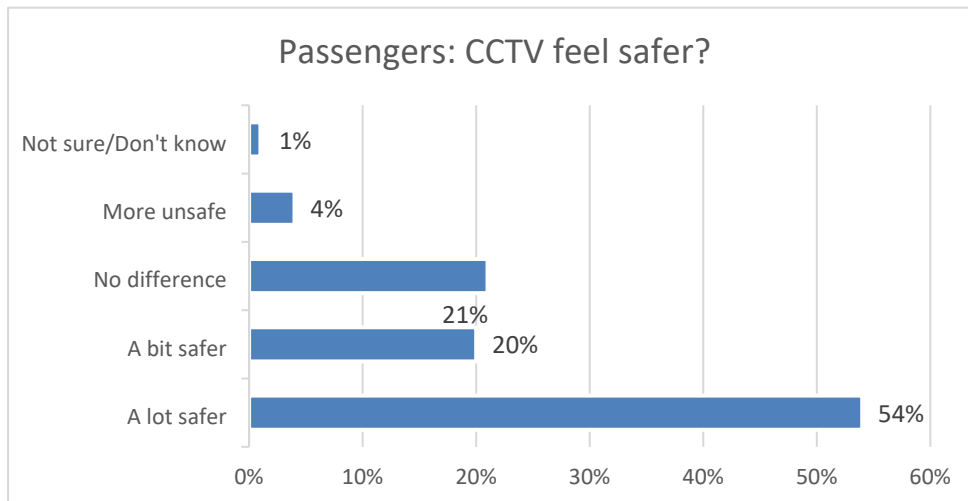
- 8. **Have you been concerned about your safety in taxis in the last 5 years?**  
Out of all respondents, 25% had been concerned about their safety and 70% had not been concerned. The remaining 5% did not know or could not remember.
- 9. If we count only the public as passengers, 27% said yes they had been concerned and 67% said they had not been concerned. The remaining 6% did not know.



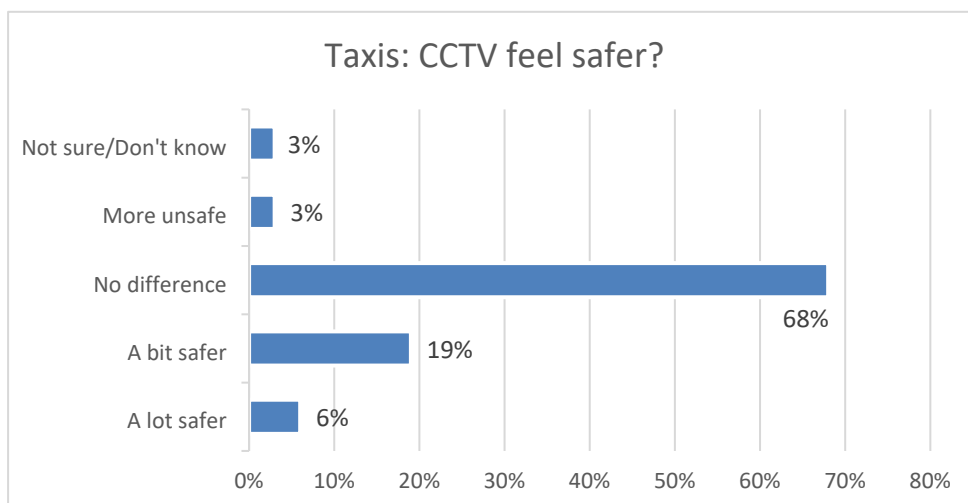
- 10. Those in the taxi business responded that only 13% had been concerned for their safety and 81% had not been concerned. Again, 6% did not know or could not remember.



11. **Would installing CCTV in these vehicles make you feel safer?** For all responders, 45% would feel a lot safer and 20% would feel a bit safer, for a total of 65% feeling safer. However, 30% said it would make no difference. A further 3% said they felt their safety would be more at risk and finally, 1% were not sure.
12. For passengers only, the results are a little different - 54% said that they would feel a lot safer and 20% would feel a bit more safe, for a total of 74% feeling safer. Then, 21% said it would make no difference to how they felt and 4% felt they would feel more unsafe. 1% were not sure how they would feel.

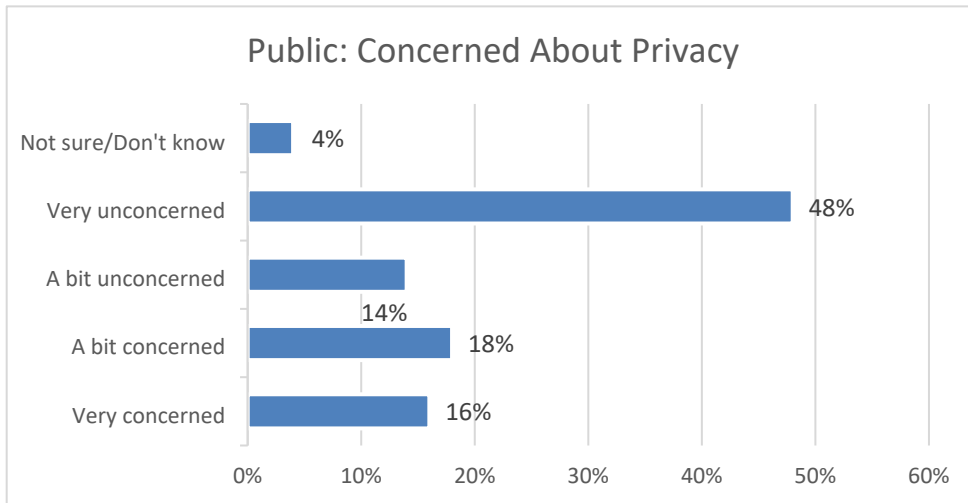


13. Those in taxi businesses or drivers answered that only 6% would feel a lot safer and 19% would feel a bit safer, for a total of 25% feeling more safe. The majority of 68% said it would make no difference to how safe they felt. Finally, 3% would feel less safe and 3% did not know.

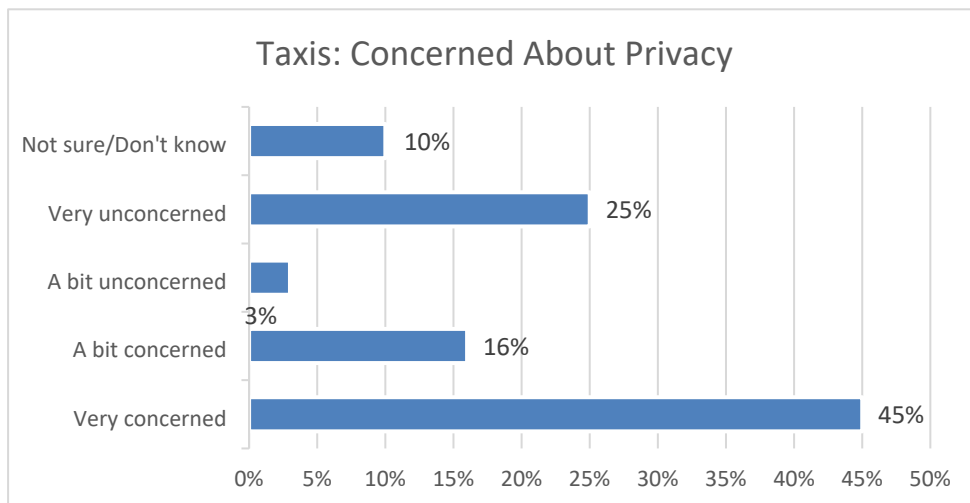


14. **Would you be concerned about your privacy if the vehicle had CCTV?** For all responders, 16% would be very concerned and 18% would be a bit concerned. This would be a total of just over a third or 34% being concerned. However, 14% would be a bit unconcerned and nearly half or 48% would be very unconcerned, giving a total of 62% who were unconcerned. The remaining 4% were not sure.
15. For passengers, 9% would be very concerned and 19% a bit concerned. This is a total of 28% feeling some concerns. 16% would be a bit unconcerned and 52% would be very unconcerned. Again, the remaining 4% were not sure.





16. Taxi businesses and drivers had much higher levels of concern about their privacy. 45% said they would be very concerned and 16% would be a bit concerned, giving a total of 61% who had some level of concern. 3% would be a bit unconcerned and 26% would be very unconcerned. The remaining 10% were not sure either way.



17. **What local conditions or circumstances might affect or influence whether or not CCTV should be installed?** This was a text question and was open to any comments. A summary of the main points from taxi drivers and businesses is shown below. It should be noted that most of these are not special local conditions:

- a. Copied and pasted extract from national guidance and advice.
- b. Our business is to transport for vulnerable children and adults, who can be wheelchair users, severely disabled, medically challenging. Care system has strict rules of confidentiality: the same staff for runs, no filming or photography, safeguarding concerns. Huge invasion of privacy and would be obliged to get confirmed permission from every guardian, social services and schools. Cost implications on already expensive trade would possibly be unserviceable on our contracts.
- c. My business mainly repeat clients and airport transfers, clients don't want CCTV and fear it will lower the tone of my image.
- d. False allegations from public

- e. Cost implications to drivers, tipping point, take over edge. Earnings are low. Another cost on top of vehicle age limits, driving tests, knowledge tests. Rising fuel costs. Rising running and licensing costs. The council will make it that CCTV can only be sourced by certain proprietors who will again charge a premium this is just not on. If councils want it then they should pay for it.
- f. Not suitable for a rural, small towns area, more suited to a big city.
- g. Already safe driving around Bexhill, Rother, area. Never been threatened. Driving in Rother since 1985 can't think of one incident where I thought CCTV necessary.
- h. Main business is business and executive clients, no drug or alcohol problem but some clients have work of sensitive nature, requiring respect for confidentiality.
- i. In previous area I had a personal one fitted and was often asked if it was recording, if it was to turn it off and how unacceptable to be recording them.
- j. None at all.
- k. As Bexhill is a small town the drivers get to know all the passengers, so it is not necessary. I know 95% of my customers in Burwash.
- l. Drivers already DBS checked.
- m. Drivers have to do a compulsory course on child protection and drug offences so this additional measure is not necessary.
- n. As predominantly elderly population they pose no threat to drivers
- o. Unnecessary bureaucracy.
- p. Will deter people from coming into the trade.
- q. Because don't personally do regular schools runs, late night pubs, weddings, not a benefit for me. Better suited for multi-driver, larger companies.
- r. Being drunk changes the character of some people.
- s. Safer and better for both me as driver and for passengers because of accidents and where some people might accuse the driver of doing something they haven't done.
- t. I've had CCTV in vehicle for many years and it hasn't stopped any abuse and never needed as evidence in any case.

18. **Sussex Police** said:

- a. 'Rother is made up of both rural and urban areas, the feeling of being unsafe is greater in rural areas where other transport methods are not available such as buses and train which offer protection in numbers, rather than a generally a lone male in a vehicle.

Technology in terms of phone coverage can be limited in rural parts of this area which again makes asking help in any situation when you are alone difficult.

CCTV would reassure people in both of these elements.

Sussex Police licensing department completed a survey in our busy town centres which listed taxi's as one of the top places where women and girls felt most unsafe. This was due to being alone, behaviour displayed by driver which was of concern, and media around reported offences.

Sussex Police has seen an increase in reporting in town of concerning behaviour involving taxi drivers and CCTV would assist in proving or

disproving the allegations. CCTV doesn't only support the persons reporting the crime, but those who have had allegations made against them.'

19. The local hotel reported that most taxi drivers were professional, polite and do a great job. The exception has been one driver from a company that refuses to come to the venue and speaks badly about it. It is believed this was because they were asked to stop dropping passengers at the gates, at a point that is sometimes muddy, instead of entering the premises and using the proper drop off point.
20. The following is a summary of the key argument made by residents. This list is edited to only include those elements that the resident was arguing was a Rother characteristic. Responses that would affect any population or area are not included but an example would be women travelling alone or at night.
  - a. Previous local crimes of –
    - i. Kidnap of passenger and attempted sexual assault, driver got in rear of the vehicle with her but no camera to show evidence of that.
    - ii. Following lone female passengers to give her abuse.
    - iii. Report of a Battle premises, when asked for help finding a taxi, called an unlicensed driver, which they used because stranded but felt unsafe and with hindsight would not repeat.
  - b. Local supply of taxis is already very limited and this might reduce it further. In very rural areas taxis limited. We could do with more taxis especially where there are stations. You can't hire a taxi in Ticehurst, have to make advanced arrangements, villagers manage with a volunteer organisation, would be useful for Rother to organise for rural villages Envion-type scheme.
  - c. In Bexhill many drivers are Albanian and the community does not need to be further alienated as a risk in our society in addition to bad publicity already receiving regarding immigration status.
  - d. Many places in Rother have a rural or isolated setting, travel is to or through remote areas.
  - e. Poor roads.
  - f. Lack of or bad lighting, no street lighting, especially in rural areas.
  - g. High elderly population, they often feel more vulnerable so would like CCTV, they would not like to have their photo stored, would protect them from being ripped off.
  - h. This is not a high crime area.
  - i. Increased overhead cost for pupil transport.
  - j. Tend to know the drivers, get to know them, drivers are local, due to smaller population and smaller supply of taxis. In villages, drivers are known to the residents.
  - k. Because Rye area gets a lot of visitors, some are not decent people, would be in taxi drivers best interests to get cameras. Tourist town, provides safety for passengers and drivers.
21. **Do you support making CCTV compulsory in taxis?** For all respondents, 57% said that they did support, 31% said that they did not support and 11% said that they were not sure.

22. For the drivers and tax businesses, only 13% supported CCTV as compulsory in vehicles, 68% did not support it and 19% were not sure.
23. For the public, 67% support CCTV as compulsory in taxis, 23% would not support it and 10% were not sure.
24. Respondents from the police were in support. The respondent from a local business was in support.

### **Any Other Comments**

25. Drivers and businesses gave the following further comments:
  - a. A requirement for CCTV should not apply for businesses with a good reputation or depend on clientele.
  - b. Additional expense is balance by protection from false accusations.
  - c. Concerns about when the driver uses the vehicle for private use, will they be able to turn off CCTV and protect their family's privacy.
  - d. Further comments regarding concerns about the cost to drivers when there are other bills or expenses are rising.
  - e. Examples where CCTV would have been beneficial:
    - i. Had a gun aimed at my head, a man murdered his girlfriend after leaving my taxi, aggressive passengers, running off without paying.
    - ii. Passenger spat all over door, passenger wet the seat because they were drunk.
  - f. Hackney Carriages would/might benefit due to picking up passengers, drinking/drugs, etc. but private hire is very different with bookings having a lot of contact information for example. Plus private hire expectations of confidentiality.
  - g. Drivers and companies are just recovering from Covid-19, RDC only local council that didn't offer help, savings are spent, another expense on top without a grant is too much to ask sole traders or businesses with multiple vehicles.
  - h. Seen lots of examples when unsuitable drivers have been given licences by RDC and adding CCTV will not address this problem.
  - i. Would like to see evidence that other areas had taxi-based crime levels reduced after addition of CCTV or increase in successful prosecutions.
  - j. Should be the choice of the individual driver.
  - k. Companies should pay to install in all their vehicles but if working private still compulsory and have to install in their car.

26. **Sussex Police** added:

Sussex Police - supports the installation of CCTV. It not only supports the prevention of crime, reduces the fear of crime, but aids significantly in the investigation of crime. It is an effective and impartial tool which helps view circumstances in a timely manner to identify victims, suspects or incidents.

As previously mentioned, taxis are felt to be unsafe by women and girls following a recent survey and victims are reluctant to report due to lack of witnesses or independent evidence. It would seek to improve reporting of crimes.

CCTV will also help with early identification of inappropriate behaviour towards passengers.

Passengers and drivers should not be concerned with their privacy with CCTV. CCTV is common place in our society and is seen as a prevention and supportive tool. I recommend clear signage and how to report concerns in all taxis.

Neighbouring Local Authorities are making this mandatory in line with guidance and this will add risks to your local authorities to drivers who could be evading detection or a ground to offend.

This will also protect the driver and support any civil claims of non-payment or support criminal claims.

The benefits far out way the negatives, which would revolve around cost, but having the right people as drivers, representing their community, to make it a safe business to operate, will generate increased usage and revenue in the long term.

27. Residents added (summarised):

- a. Don't feel unsafe, unnecessary, only good experiences, etc.
- b. Seems complicated for little gain.
- c. Will deter drivers from being rude and unsafe driving that I have experienced. Will deter speeding.
- d. Too many cameras already, intrusive.
- e. If concerned about drivers, address through licensing instead.
- f. Explain who the data controller will be, where recordings will be held, who gets access and when, will they be subject to FOIs, can't be hacked/shared/erased, would drivers be able to disable, how to make passengers aware when switched on or off, is anyone listening in and who, what standards and compliance will be set by the council, etc.
- g. Heard of crimes related to taxi drivers so as a young woman would rather walk through Bexhill in early hours than get in a car with a stranger. Overseas drivers with different views on women. Heard from women of incidents of drivers making rude, unprofessional comments and conversations, turning off meters mid-journey, made to feel uncomfortable. I've been in taxis where drivers clearly driving too many hours and exhausted and felt unsafe, once nearly in an accident.
- h. Women would feel safer. Elderly would feel safer. Those travelling alone would feel safer. (Numerous comments)
- i. Protects drivers too: verbal abuse, aggression, disorderly, inconsiderate, not paying fares, help identify victims, perpetrators and witnesses for crimes, drivers get mugged and assaulted, other poor drivers on the road, unfounded/false complaints.
- j. Taxis already expensive.
- k. During pandemic was supplied with taxis with no screen or mask for driver, just told to open the window.
- l. Not necessary if DBS checked, licensed, etc.
- m. If there is nothing to hide then neither drivers nor passengers should be concerned.

- n. I usually use taxis during dark hours and normally take a photo of vehicle with reg, cert & licence and send to a friend but I don't always because feel bad demonstrating lack of trust in driver.
- o. Company I book with sends a text with driver, vehicle and registration and this system works for me so don't see need for CCTV.
- p. Where is the data that proves taxi crime is a problem in Rother?
- q. It is important that the equipment is of high quality as my previous experience of using it is a lot of equipment is not up to the job. Recommend same system is adopted for all drivers and companies.
- r. Puzzling why taxis not advertised at rural stations: Wadhurst, Stonegate, Etchingam, useful to have accredited services advertised, increase passengers confidence to call a company instead of calling on neighbours when in difficulty.
- s. It's usual practice elsewhere.
- t. All taxi drivers should be made to take/pass UK driving test, meet driving standards.

## 28. **Demographics**

For the purposes of this survey, we asked about almost every characteristic where a passenger might be subject to different treatment compared to others, either favourably or negatively. In Rother there is an additional factor of geography. As a result, we can analyse the results for the public by breaking down into the following groups. All other groups did not respond in enough numbers to facilitate a meaningful analysis but where grouping responses might prove informative an indication of those groups are given in the list.

- Bexhill residents compared to all other Rother residents.
- Male, Female.
- All respondents of working age, all over retirement age.
- Married against all other marital statuses.
- Those not disabled.
- All White respondents and White British but not in comparison to all other ethnicities.
- Christians compared to those with no religion or grouping together all other religions and no religion.

## 29. **Where Public Responders Lived**

We had 57% of the responses from Bexhill, which was a little over-represented for Rother's population (48%). 12% of responses were from Battle compared to 8% of Rother residents who live in Battle. 6% lived in Rye compared to 5% of Rother residents who live in Rye. 25% were from rural villages in Rother compared to 39% who live outside towns. One person respondent lived in St Leonards and one lived in Hastings.

- 30. 41% of respondents were male and 58% were female. One person identified a different way but did not specify how.
- 31. Regarding age ranges, 2% were aged 16 to 19, 4% aged 20 to 29, 8% aged 30 to 39, 12% aged 40 to 49, 20% aged 50 to 59, 19% aged 60 to 69, 24% aged 70 to 79, 11% were aged 80 and over. In terms of representation, younger age groups were much under-represented and the over 80 age group was particularly over-represented.
- 32. For marital status, 20% were single, 56% were married, 3% were divorced, 7% were widowed, 15% were cohabiting, 1% were in a civil partnership.

33. We asked if respondents had a disability or a long-term illness or condition that affected day to day living and 23% said they were disabled, 77% said they were not disabled. Of those that were disabled, 43% had some form of physical impairment, 50% had a long-term illness or condition, 25% had impaired hearing, 7% had a visual impairment, 18% had a mental health condition, 7% had a learning disability.
34. For ethnic background, 91% were White and 83% were White British. For the remaining ethnicities, 2% were Black or Black British, 2% were Asian or Asian British, 3% said that they had another ethnicity, 2% were from a multiple heritage background.
35. In answer to the question on sexuality, 79% were heterosexual, 14% preferred not to say, 5% were gay or lesbian and 2% were bisexual.
36. The breakdown by religion or belief system is 42% Christianity, 45% answering none. For the remainder, 1% replied Judaism, 2% humanism, 3% Hindu, 1% Buddhism and 6% said that they followed another religion which included 2% Wiccan and one spiritualist (normally associated with Christianity) while the others preferred not to answer.

## **Conclusion**

37. We would like to thank all respondents for taking the time and trouble to take part in the survey. In conclusion, it is clear that the public are receptive to CCTV in taxis but those in the industry are not. Their main concerns are around the cost, potential response from passengers and their own privacy. Some of these matters could be addressed in having some of their questions answered about the operation of CCTV.