

**REIGATE AND BANSTEAD BOROUGH COUNCIL**  
**OVERVIEW AND SCRUTINY COMMITTEE**  
**HACKNEY CARRIAGES SCRUTINY REVIEW PANEL**

**29 NOVEMBER 2004**

**Held at 6.30 p.m. in the Back Committee Room at the Town Hall, Reigate**

Present: Councillor J.H. Prevett (Chairman), Councillors R.M. Bennett, N, T.A. Breen and G.L. Norman.

Officers in support: Ian Tucker, Head of Environmental Health Services; Di Mitchell, Licensing Manager; Kate Roffey, Licensing Officer; and Chris Phelan, Scrutiny Support Officer.

**1. APOLOGIES FOR ABSENCE**

Councillor Mrs .J. Bramhall.

**2. REVIEW OF TAXI RANK PROVISION – RESULTS OF THE CONSULTATION**

The Panel received an analysis of the results of the consultation exercise undertaken on the review of taxi rank provision within the Borough. The analysis provided a breakdown of the issues identified arising from the consultation. Officer comments had been provided on each of the issues to assist the Panel in considering the context and implications of the comments received.

The Scrutiny Support Officer advised the Panel that in putting forward its conclusions and recommendations arising from this, and the other elements of the review, that it was important that it was based on sound, realistic and evidence based findings to support the proposals.

To support this approach the Scrutiny Support Officer asked the Panel, in considering the responses to the consultation, to categorise the issues raised in the consultation with comments into one of the following four categories:

- |                              |   |
|------------------------------|---|
| <b>Do Now</b>                | (i.e. that the Executive be recommended that this is a matter to progress as soon as resources permit);   |
| <b>Do Later</b>              | (i.e. that this be recommended for action but it was recognised as a lower priority than the Do Now category);  |
| <b>Further Investigation</b> | (i.e. that the issue was one of support but the implications for its introduction were not fully known and that before a recommendation was made further investigations be made); and |
| <b>No Action</b>             | (i.e. that as a result of the consultation that the particular issue should not be pursued further).  |

A matrix was circulated to support the above analysis of the responses that separated the issues against the four categories listed above. Attached at Annex 1 are the views of the Panel in relation to these issues.

The Panel recognised that although the consultation had resulted in a good overall response from the trade and the community that the implications of the review could impact significantly on the ground at a local level. As a result it was important to ensure that Ward Members had the opportunity of commenting to the Panel on the issues so that they could be taken into account before the Panel made its conclusions. It was agreed therefore that the issues that had arisen from the review to date be compiled into an interim review report inviting Ward Member comments.

The Panel would review its findings with an analysis of any Ward Member comments received before putting its report to the Overview and Scrutiny Committee. It was noted that it may not be possible to complete this for the scheduled meeting of the Panel in December. It was noted that the Panel may require more time to conclude its findings.

### **3. PREPARATION FOR FORTHCOMING MEETINGS OF THE PANEL**

The Panel was scheduled to meet on 13 December to draw together its final conclusions and recommendations on the following:

- the response to the consultation on the review of conditions for hackney carriage and private hire vehicles;
- the views expressed by the trade at the meeting on 24 November; and
- the response to the consultation on the review of the taxi rank provision in the Borough.

It was noted that there may need to be some slippage in the timetable to ensure that the Panel's findings, report and recommendations were completed.

### **4. ANY OTHER BUSINESS**

None.

### **5. DATE OF THE NEXT AND FUTURE MEETINGS OF THE PANEL**

It was noted that the next meeting of the Panel was scheduled for 6.30pm on 13 December to finalise the Panel's report and recommendations if possible.

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## Analysis of Hackney Carriage Rank Review

The following matrix sets out the Panel's response to the issues raised in the consultation on the review of taxi rank provision.

Issue in Draft Action Plan	Do Now	Do Later	Further Investigation	No Action
<b>Rank location</b>				
Do you feel the report has identified all the key issues?				No further action.
Are you in favour of retaining these existing ranks?				
Banstead High Street	Ö		Encourage community use. If there is not the demand for this location then consideration should be given to removing it. Review position again in 3 years. It was noted that it served a useful function for others.	
Banstead Road (station)	Ö		The road markings for the rank are not clear. If there is evidence that it is not being used then it should be removed when it is next reviewed in 3 years time.	
Horley station	Ö			
Horley High Street	Ö			
Reigate Church Street	Ö			
<b>Are you in favour of relocating the Horley, Victoria Road rank closer to Lidl?</b>	Ö supported in principle.		Clarify fastway issues and consider whether it should be time limited to allow further review. What would it cost to provide.	
<b>Are you in favour of improving these ranks?</b>				
Redhill Sainsbury	Ö		Consideration should also be given to the public parking issues and redevelopment of the area.	

<b>Issue in Draft Action Plan</b>	<b>Do Now</b>	<b>Do Later</b>	<b>Further Investigation</b>	<b>No Action</b>
Redhill railway station	Ö		It was noted that this was supported by Southern Trains.	
<b>Are you in favour of providing new ranks at these locations?</b>				
Banstead Marks & Spencer		Ö	There is a need for a rank at that end of the High Street but this location was not supported as it was too close to the roundabout. Could a better location be identified?	
East Surrey Hospital	Ö		Strongly supported. Discussions required with the Hospital to ensure that spaces would be available for HC and PH vehicles.	
Horley: Waitrose			Ö Consider whether time limited ranks could be provided in the best possible location.	
Horley: Liquid Lounge			Ö Consider whether a time limited rank could be provided.	
Redhill: British Embassy Rock Bar	Ö		Further discussions should be held to ensure the most successful proposal is put forward.	
Redhill: High Street/Station Road	Ö		Further discussions required to progress the best location and to provide more spread in Redhill.	
Reigate: High Street Marks & Spencer	Ö		Need to be careful in the choice of location. Tie together with improvement works being done. Discuss the location with restaurants. Consider as an experimental rank. Alternative is to locate near the Old Town Hall if this didn't lead to traffic jams.	
Reigate: Tickled Ivory	Ö		Consider as a time limited arrangement. Discuss this with the Restaurant. Consult the Town Centre Management Group.	
Reigate: Safeway			Ö Discuss with Morrisons.	
<b>Are you in favour of allowing taxis to rank anywhere late evening?</b>			Whilst the advantages of this were noted it was suggested that a further piece of work be commissioned to consider the wider implications on changes to the conditions of licenses issued to operators.	
<b>Q3 - RANK FACILITIES</b>				
<b>Would you be in favour of the</b>				

<b>Issue in Draft Action Plan</b>	<b>Do Now</b>	<b>Do Later</b>	<b>Further Investigation</b>	<b>No Action</b>
<b>following suggestions?</b>				
Shelter and seating at ranks		Ö	Further discussions with other parties eg Adshell to establish if sponsorship was available. Establish if S106 resources could be used to support their development.	
Level access and tactile paving		Ö	Establish if S106 resources could be used to support their development.	
CCTV at all new ranks and more signs about the coverage		Ö	Strongly support. Establish if S106 resources could be used to support their development.	
'Secure Station' accreditation for all rail stations			Establish if S106 resources could be used to support their development.	
Freephone at Redhill station Redstone Hill entrance			Ö Discuss this with the trade to ensure an equitable arrangement or whether they could co-ordinate the enquiries.	
Freephones at East Surrey Hospital			Ö	
Sainsbury, Redhill – clarify direction of queuing	Ö			
Redhill station – widen pavement		Ö	Discuss with Southern Trains the redevelopment opportunities.	
Arrangement at Redhill station for drivers to be able to use station staff's toilet facilities.			Ö Discuss with Southern Trains	
Explore right turn for taxis/PHVs only into Redhill station forecourt			Ö Discuss with SCC as highway authority to establish if it would improve access to the station and whether there were congestion issues to consider.	
<b>Q4 - QUALITY TAXI PARTNERSHIP</b>				
<b>Do you support this concept in</b>	Ö			

<b>Issue in Draft Action Plan</b>	<b>Do Now</b>	<b>Do Later</b>	<b>Further Investigation</b>	<b>No Action</b>
principle?				
<b>Q5 - INFORMATION PROVISION</b>				
<b>Would you be in favour of the following?</b>				
Notices giving information about operators, hailing, the difference between taxis and PHVs, telephone numbers			Ö Standardised information provided on basis of best practice and what is feasible	
Signs at ranks and queuing arrangements			Ö	
Signs to nearby, but out of view, private hire offices			Ö	
Signs in Banstead and Redhill stations about nearby ranks			Ö	
Town centre maps to show ranks			Ö	
<b>SCC's Bus &amp; Train Guides:</b>			Ö Further discussions with SCC	
- to feature taxis and Private Hire and list operators			Ö	
- to include maps to show rank locations			Ö	
- invite operators to submit advertisements			Ö	
Publish an information leaflet/guide about taxis and			Ö	

<b>Issue in Draft Action Plan</b>	<b>Do Now</b>	<b>Do Later</b>	<b>Further Investigation</b>	<b>No Action</b>
Private Hire in the Borough				
Publicise the Traintaxi Guide			Ö	
Encourage train operators to publicise the Traintaxi guide at stations			Ö	
List ranks, and show ranks on map, on R&BBC's website		Ö	Investigate whether other information was needed as well.	
<b>Q6 - FUNDING</b>				
If you have any ideas for other sources of funding please give details below.				Ö
<b>Q7 - ACTION PLAN / PRIORITIES</b>				
Should only <u>certain</u> issues be addressed first, all over the Borough?			Ö Consider the responses further as part of finalising the Panel's report.	
Or should <u>all</u> issues be addressed in only one part of the Borough?			Ö Consider the responses further as part of finalising the Panel's report.	
Do you agree with the 'top priorities' asterisked in chapter 7? (pages 31-35)			Ö Consider the responses further as part of finalising the Panel's report.	
<b>Q8 - COMMENTS</b>			Ö	