



HACKNEY CARRIAGE AND PRIVATE HIRE

REVIEW OF POLICIES AND CONDITIONS

TAXI RANK PROVISION

**REVIEW OF LOCATION, FACILITIES AND
INFORMATION PROVISION**

Hackney Carriages Scrutiny Review Panel

Report

10 February 2005

REPORT OF THE HACKNEY CARRIAGES RESTRICTED NUMBERS SCRUTINY REVIEW PANEL

HACKNEY CARRIAGES AND PRIVATE HIRE VEHICLE CONDITIONS AND THE TAXI RANK PROVISION

Section 1

INTRODUCTION

1. On 24 March 2003 Reigate and Banstead Borough Council (R&BBC) adopted a recommendation of its Overview and Scrutiny Committee that the restriction on the number of Hackney Carriages permitted to operate in the Borough be removed. However, this was subject to a Review Panel undertaking a review of rank provision. It was also subject to a review of conditions to be applied to all additional taxi licences issued. The full decision is reproduced below:

“The Council resolved on 24 March 2003 that the Recommendations of the Overview and Scrutiny Committee held on 19th February 2003 be adopted. These were that:

- (i) the report of the Hackney Carriage Restricted Numbers Policy Review Panel be received;
 - (ii) the restriction on the number of hackney carriages permitted to operate in the Borough be removed subject to:
 - (a) vehicle licences 1 to 75 continuing to be issued in respect of any suitable vehicle meeting the Council's hackney carriage licensing conditions in place on 24th April, 2003;
 - (b) vehicle licences 54 to 60 and 71 to 75 continuing to be issued only to vehicles which are suitable for passengers to travel in their wheelchairs should they so wish;
 - (c) a Review Panel undertaking a review of hackney carriage conditions, including consultation with the trade, to consider the conditions to be imposed in respect of any additional vehicle licences issued, i.e. vehicle 76 or higher; and
 - (d) a Review Panel undertaking a review of hackney carriage rank provision;
 - (iii) the reviews referred to in (c) and (d) above be undertaken prior to any implementation of the change to the Council's policy; and
 - (iv) the Executive be requested to ensure that sufficient resources will be available to carry out the review processes referred to in (ii) (c) and (d) above.
2. On 16th December 1999 the Council recommended that all policies and conditions with regard to vehicle etc licensing be reviewed every 3 years. This review was delayed by the above reports and in January 2004 the Overview and Scrutiny Committee extended the remit of the Scrutiny Review Panel to include the outstanding review of all policies and conditions relating to vehicles etc.

Remit of the Hackney Carriage Scrutiny Review Panel

3. Resulting from the above the Panel had three elements to its remit as follows:
 - (i) To undertake a review of hackney carriage rank provision;
 - (ii) To undertake a review of hackney carriage conditions, including consultation with the trade, to consider the conditions to be imposed in respect of any additional vehicle licences issued, i.e. vehicle 76 or higher; and
 - (iii) To undertake a review of all policies and conditions relating to vehicles, drivers and operators.

Timetable

4. The Panel had scheduled the conclusion of the review for December 2004. Earlier in the review other pressures on the Licensing Service led to a delay in the process. However, the Panel requested additional consultation and an extension of time to complete its work by March 2005 was agreed.

Acknowledgements

5. The Panel would like to thank the following Executive Member, Directors and Service Managers who attended the Panel to provide evidence and respond to the detailed questions that Members put to them:
 - Councillor A. J. Kay, Executive Member for Community Safety and Transport;
 - Mr T. Crowley, Director of Policy and Environment
 - Mr I. Tucker, Head of Environmental Health Services
 - Mrs D. Mitchell, Licensing Manager
 - Mrs K. Roffey, Senior Licensing Officer
 - Mr D Hurdle, Transport Consultant
 - Miss G Wilson, Head of Leisure Service
 - Members of the public/trade that submitted evidence to the Panel.

Section 2

CONSULTATION PHASE

6. The Panel received a compilation of the existing conditions that applied for Hackney Carriages and Private Hire Vehicles for vehicles, drivers and operators. An analysis had been undertaken by officers on the conditions to seek to make improvements that would add to public safety for the use of the service.
7. David Hurdle, Transport Consultant had undertaken a review of the provision of taxi ranks in the Borough. The Panel agreed that the report and its draft action plan be used for consultation purposes. This is available as a background document.
8. The Panel agreed that where there was no change in the conditions and policies proposed that these conditions and policies would be included as such in the consultation. The Panel conducted a consultation process with the trade and the

community on the proposed changes to the conditions that applied to the licences and also on the taxi rank provision in the Borough.

9. The consultation undertaken took the form of a targeted letter to those known to be interested (including the trade), questionnaire, online feedback through a webpage developed for the review, an article in Borough News, trade meetings, interviewing witnesses at the Panel meetings and seeking the views of Ward Members through a separate specific consultation.

Section 3

METHODOLOGY FOR THE REVIEW

Project Team and Scoping of the work

10. The methodology for the Panel's work started by the establishment of a Project Team that met on a regular basis. This approach was extended to include appropriate specialists to advise the Project Team and to receive the results of research that had been undertaken into the practices at other local authorities and Government studies/research findings.
11. The links between the Project Team and the Panel were very close. The Project Team drafted the remit or scope of the review, in consultation with the Chairman of the Panel, which was endorsed by the Panel. This clarity of purpose and the objective of the review established at the beginning of the process was essential to the good management of such a complex review.
12. This structure was further extended to include excellent working relations between the Chairman of the Panel and the Executive Member. Developing this communication link was a further strength of the review process and the Project Team to manage the process with the full support and confidence of Members.
13. The Project Team ensured that the Director of Policy and Environment and the Chairman of the Overview and Scrutiny Committee were also kept up to date on its progress at their monthly meetings with reports from the Scrutiny Support Officer.
14. An important tool that was created to support the work of the project team was a "map" of the process. A sophisticated spreadsheet was developed that documented each stage of the process together with key milestones of other events that impacted on the review. This was a significant management asset to ensuring that each part of the review was achieved.

Managing the consultation: Conditions Review

15. The Panel received the outcome of the consultation on both reviews, which included an analysis of the responses received. At this early consideration of the position, the Panel sought to manage the process by identifying which of the issues should be contained in the following categories for action:
 - Relatively non-contentious issues and cost effective issues (Table 1);
 - Issues requiring further work or agreed lead in period (Table 2); and
 - Issues not to be pursued in this review (Table 3).

16. The Panel considered that, subject to their further consideration, the changes proposed to the conditions as set out in Table 1, be known as “Proposals for consideration of immediate implementation” be supported as these issues had received much support in the consultation exercise. The Panel noted that differences of opinion had been expressed in the consultation on some of the proposed changes to the conditions detailed in Tables 2 and 3.
17. The Panel agreed that these issues be specifically raised with the Trade representatives/members of the trade that had previously indicated that they wished to address the Panel:
 - Dress Code;
 - Age of Vehicles and MOT inspections (should there be an upper age limit and at what age should 2/3 MOT inspections per year be required;
 - Conditions to be imposed on Hackney Carriage Vehicle plates 76 and above (it was also agreed that further information should be provided to the Panel on other local authority arrangements and the view of the Office of Fair Trading before concluding its findings).
18. The following issues were supported for consideration as an immediate implementation area:
 - Clock-calendar Meters (for new or replacement vehicles or within the next 3 years)
 - Checks on operators
 - Right hand drive vehicles only
19. The following issues, at this stage of the review, required significant further investigation:
 - Driving Standards Agency Test (however it was noted at this stage that should a driver have a misdemeanour of a serious conviction e.g. 9 points, that their licence should not be re-issued without a DSA test being passed)
 - Disability awareness training
 - Livery
 - Construction
 - Vehicle conversions
 - Location of operators base

Trade evidence

20. It was noted that 3 private hire licensees (one of which also held an operators licence) and the Reigate & Banstead Taxi Association had expressed an interest in attending the Panel to present their views.
21. To ensure that the Panel was able to gain the most from the evidence to be submitted it gave advance notice to the witnesses of the issues that it would like to hear views on as identified above. This, by and large worked well, and the Panel was grateful for the frankness of the contributions, which allowed it to reflect on earlier views, that it had come to.

22. In particular the sensitivities of the effects on the trade's livelihood by taking forward a number of proposals was made clear to the Panel, in a way that wouldn't easily be clear from written evidence.

Managing the consultation: Taxi Rank provision

23. 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.

24. The Panel recognised the importance of ensuring that the outcome of the review was based on sound, realistic and evidence based findings to support the proposals. To support this approach the Panel, categorised the issues raised in the consultation into one of the following four categories:

Do Now	(i.e. that the Executive be recommended that this is a matter to progress as soon as resources permit);
Do Later	(i.e. that this be recommended for action but it was recognised as a lower priority than the Do Now category);
Further Investigation	(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
No Action	(i.e. that as a result of the consultation that the particular issue should not be pursued further).

25. This was documented in a matrix that separated the issues against the four categories listed above and is available as a background paper to this review.

26. 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.

National Research and networking for information

27. The Senior Licensing Officer also undertook a significant amount of research with other local authorities to establish what best practice was being operated and to report to the Panel on the implications of particular considerations based on operational experience elsewhere. This exercise was another corner stone of the review in supporting the Panel's evidence based analysis.

Section 4

FINAL STAGES OF THE REVIEW

Analysis of the review

28. The Project Team recognised that the volume of information that had been received at the different important stages of the review needed to be compiled into a manageable format that the Panel could utilise to conclude its findings on each issue. The Senior Licensing Officer therefore undertook a major piece of work to document on A3 tables

the work that the Panel has undertaken to date and showed the issue; the benefit of change; the consultation response; the outcome of the Panel's initial consideration of the issue; Ward Member comments and Officer comments.

Checks and Balances on the robustness of the review

29. The Panel recognised that this was the most important part of its work as it concluded the balance of the evidence received to formulate its recommendations in a reasoned way that can withstand subsequent challenge on the Council, should its recommendations be adopted.
30. This reasoned thorough approach to the Panel's evidence based conclusions was drawn together by applying a range of tests which were thought provoking to establish that the Panel's conclusions were robust enough to withstand subsequent challenge and are set out below:
- 1 Arising from the public consultation responses is there sufficient evidence to support the issue being recommended to the Overview and Scrutiny Committee?
 - 2 Should the original issue be changed in any way to take account of the implications that have been identified?
 - 3 Is the Panel satisfied that there are well-reasoned coherent benefits for the proposed change that will either improve the service to the community or the trade?
 - 4 Is the Panel of the view that on some issues, whilst there may not be significant benefits to either the community or the trade, the changes will introduce improvements to the operation of the service (such as streamlined processes, improved information, modernised processes or in line with current legislation)?
 - 5 Where there are significant financial implications for the trade on a particular issue is the Panel content that the overall benefits of an improved service outweigh the potential impact on the trade?
 - 6 To ensure that the review is complete, should the Panel consider that a matter requires more information to draw a conclusion at this stage then it has the opportunity to state the reasons for that and when such a further review should be undertaken?
31. The Panel applied these tests to all the issues in the analysis and through this process was able to conclude on each of the issues. Many of the conclusions supported change and in other areas there was not enough evidence to support changing the current arrangements without further work/research/implication analysis. These are all documented in the final section Conclusions and Recommendations set out below.

Section 5

OVERALL CONCLUSIONS AND RECOMMENDATIONS

32. The Panel considered the issues arising from the review by their order of significance on the trade so that it could spend more time on those areas of its work at this stage. The following sections document the Panel's consideration of the issues and their Conclusions and Recommendations for submission to the Overview and Scrutiny Committee on 2 March 2005.

1. New Licences for Hackney Carriages Nos. 76 and above

33. The Panel received a presentation from Gill Wilson, Head of Leisure Services on the different types of wheelchair in operation and the type of vehicles available to accommodate some of the more advanced motorised wheelchairs. The relationship and linkages between the work being undertaken by this Panel and a parallel review of the Dial a Ride service were also clarified.
34. One of the options under consideration for the future operation of the Dial a Ride service was the introduction of a taxi voucher system to replace the existing system. However, at present the fleet of taxis in operation across the Borough did not include any which could accommodate large motorised wheelchair equipment.
35. The Panel recognised how this cross-related to the conditions review particularly in relation to the merits of introducing additional licences for Hackney carriage vehicles.
36. The Panel considered the implications and options available to them including the addition of conditions that required vehicles to be converted to cater for motorised wheelchairs with features such as hydraulic lifts, higher roofs and internal secure facilities for the customer.
37. It was acknowledged that these additional features would be expensive, at an estimated cost of £8000 per vehicle. To require such conversion was considered to be an unreasonable requirement on an applicant seeking to enter the trade. Additionally the Panel recognised that the customer care element of those fares would be more time consuming and that the operator may require specialist training. These factors deterred operators entering the market. Although it was considered to be a growing one as people lived longer and the advanced equipment became more accessible. Should such facilities be available outside of the existing Dial a Ride operating times, such as evenings and weekends, then it was acknowledged that there could be further demand for the service.
38. The Panel acknowledged the need for such vehicles being available to the community. The difficulty was providing the right mechanism, which could include being part of the fleet of Hackney Carriage vehicles, Private Hire Vehicles, or as part of the future operation of the Dial a Ride service.
39. The current guidance available from the Government indicated that they were moving towards requiring a standard for wheelchair accessible vehicles but that, as yet, no specifications or confirmed implementation date had been received. The Department for Transport has put the Council on notice that the Taxi Accessibility Regulations will be introduced over the period 2010-2020. Additional pressures for meeting such requirements were also likely to be received through the CPA inspection process and possibly as a result of European directives.
40. In balancing the community benefits and a reasonable approach that could be introduced to the trade the Panel considered that the significant factors would be the additional costs to convert or purchase vehicles with these facilities together with the additional time and training required to cover such journeys. Although it was outside of the remit of this review, the Panel considered the merits of financial incentives being made available to operators that would be interested in entering the market with vehicles that would accommodate motorised wheelchairs. Examples cited were the

provision of grant aid such as £5000 to provide mechanised tail lifts and offering discounts on the cost of licences to operators.

41. The Panel also gave consideration to the option of increasing the number of hackney carriage licences without any additional conditions on their entry into the market. The Panel did not support this option.

Conclusion and Recommendation

That based on the evidence received including the likelihood of Government Regulations (detailed above):

1. additional hackney carriage licences be permitted with immediate effect, when the review of policies and conditions had been completed and published, on the basis that these are wheelchair accessible vehicles only, i.e. capable of carrying a person seated in a wheelchair;

2. in drawing this part of the review to its conclusion the Panel supported some form of motorised wheelchair accessible taxis being made available to the community. The Panel therefore agreed that the Executive be requested to establish a mechanism of incentives to potential operators, providing this community facility. The form of such incentive could be one-off grants, to assist with vehicle conversion, and/or providing adjustments to the licence fee structure to encourage the take up of such vehicles from either the private hire or hackney carriage operators;

3. Hackney Carriage Plate Nos. 1-53 and 61-70: That any type of vehicle licensed shall comply with the revised Council conditions; and

4. Hackney Carriage Plate Nos. 54-60 and 71-75: That these licences continue to be for wheelchair-accessible vehicles (i.e. capable of carrying a person seated in a wheelchair) and shall comply with the revised Council conditions.

Implementation date: Recommendations 1 and 2: with immediate effect following the publication of the amended policies and conditions. Recommendations 3 and 4 above: 30 September 2005 or at first renewal of licence on or after 30 September 2005.

2. Age of Vehicles

42. The Panel considered the outcome of the consultation on the proposal that vehicles should be less than 3 years old when first licensed and that vehicles be licensed up to a maximum age of 6 years taken from the date of first registration. This was considered with the provision that older exceptional vehicles may be considered taking account of the specification and condition of the vehicle.
43. The Panel considered that, in response to the consultation from the trade, it could not see a significant advantage in proceeding with the proposed 3-year limit for first licence. The Panel deemed there to be minimal advantage to the community for such a change whereas there was likely to be a disproportionate impact on the trade. The Panel did consider, however, that the benefits of introducing an upper age limit (with exceptions for certain vehicles) would improve the service to the community, as it would require vehicles to be newer and increase the likelihood of their safety.

Conclusion and Recommendation

- 1. that the age of vehicles when licensed for the first time, should be less than 4 years from date of first registration;**
- 2. that the age of vehicles when re-licensed, should be less than 6 years from the date of first registration. An application to license an exceptional vehicle beyond 6 years of age will be considered on its merits.**
- 3. Purpose-built wheelchair accessible vehicles, which have received European Whole Vehicle Type Approval (ECWVTA):**
 - 3.1. that the age of vehicles when licensed for the first time, to be less than 4 years from date of first registration; and**
 - 3.2. that the age of vehicles when re-licensed, should be less than 9 years from the date of first registration. An application to license an exceptional vehicle beyond 9 years of age will be considered on its merits.**

Implementation date: 1 July 2006 - 14 months from the date of the Executive's decision (allowing for 2 months to get the necessary conditions in place and a full year for the trade to prepare for this change).

3. Vehicle Inspections

44. The Panel had consulted on the options available for introducing changes to the vehicle inspection process for the different age of vehicles. It was noted that the trade had not supported such changes, but that the customer had. On balance the Panel considered that there was likely to be an improved service to the community if some adjustments to the existing arrangements were made to improve vehicle standards. The Panel recognised that there are a number of vehicles that would fit the exceptional categorisation and would be considered safe for use over the age of 6 years, but that to secure community safety more stringent inspection arrangements should be put in place.

Conclusion and Recommendation

- 1. that there be an annual inspection and MOT (or certificate of mechanical fitness) at licensing of vehicles less than 3 years old;**
- 2. that there be two inspections and two MOTs (or certificates of mechanical fitness) per year for vehicles which are over 3 years old at date of licence with the inspections being 6 months apart; and**
- 3. that there be three inspections and three MOTs (or certificates of mechanical fitness) per year for vehicles over 6 years old at date of licence should they be accepted for re-licensing (exception policy) with the inspections being 4 months apart and an increased licence fee being payable for those vehicles requiring 3 inspections.**

Implementation date: At first renewal of licence on or after 1 July 2006 for existing licences. 30 September 2005 for new licences.

4. Standard Colour/Livery

45. The Panel had consulted on the introduction of a new condition that would allow for the opportunity to specify a particular colour or livery for Hackney Carriage or Private Hire vehicles. The argument in favour of this proposal is that it provides the community with more readily identifiable vehicles such as those operated in Brighton where they are white with turquoise blue bonnet & boot. The Panel also heard evidence about the vehicles operated in Crawley.
46. The Panel robustly examined the outcome of the consultation, which had identified customers being overwhelmingly in favour of the proposal and the trade being overwhelmingly against it.
47. The Panel considered carefully the Officer advice that this should not proceed as part of this review, but could be considered at a subsequent review. Officers also suggested alternative measures, which would make vehicles more readily identifiable in addition to educational campaigns aimed at the general public regarding the dangers of using unlicensed vehicles. Consequently the Panel considered that the benefits for introducing a standard colour/livery for Hackney Carriages on community safety would outweigh impact on the trade if a sufficient period of time was allowed for adequate discussions before being implemented.
48. The Panel, at this stage concentrated its proposals on the Hackney Carriage trade rather than the Private Hire Vehicles, which could be made more recognisable through other alternatives such as illuminated roof signs.

Conclusion and Recommendation

The Panel had general support for recommending the introduction of a standard colour/livery for Hackney Carriage vehicles, as a measure to provide increased safety to the community using the service. However, there was a need to balance this aspiration with the commercial implications for the trade who would bear the cost of such a change. On balance therefore the Panel having taken account of all comments received, **concluded that, the Executive be recommended to agree:**

that appropriate discussions be conducted by the Executive Member for Community Transport and Safety with the Hackney Carriage Trade to introduce a standard colour/livery for Hackney Carriage vehicles, on a design to be agreed, on a voluntary basis up to 2012 and thereafter as a condition of operation.

5. Dress Code

49. The Panel examined the value of the current condition that required a driver to be clean and respectable at all times in his/her dress and person which was thought to be difficult to implement as it was phrased in a general way without specific guidance. The consultation with the trade on this matter had generated a significant response and indeed general agreement that 'smart' clothing was required but that this could still be open to interpretation. The Panel also had regard to the diverse nature of our community and that traditional smart clothing could be interpreted differently by different cultures.
50. Overall there had been general support for clarifying this condition and the Panel has therefore supported introducing a new condition.

Conclusion and Recommendation

Having considered the potential implications on our diverse community that the following condition be introduced:

That Hackney Carriage and Private Hire vehicle drivers should at all times be dressed in smart clothing which could include the following examples:

Men: Shirt with collar (long-sleeve, short-sleeved, sports or polo). Smart trousers or tailored shorts. Dark jacket/jersey.

Women: Shirt/blouse. Smart trousers or skirt or tailored shorts. Dark jacket/jersey.

Implementation date: 30 September 2005 or at first renewal of licence on or after 30 September 2005.

6. Continuous Licensing

51. The Panel sought to introduce consistency for the consideration of applications for licences for vehicles that are over 4 years old, which are not renewed before the existing expiry date of the licence. To ensure that such applications were treated the same, whether or not they had previously been licensed as Hackney Carriage or Private Hire vehicles, they should be considered as if they were first applications. In this situation they would be unlikely to be granted a licence.

Conclusion and Recommendation

That licences for vehicles over 4 years old, which are not renewed before their expiry will be considered as a first application and will not be granted a licence.

Implementation date: Immediate – no change to existing practice.

7. Driving Test

52. The Panel's consultation had put forward a proposal that all drivers be required to undertake and pass the Driving Standard Agency's Hackney Carriage Private Hire Test Assessment (HCPHTA) at their own expense. The test would include a wheelchair exercise for wheelchair-accessible vehicles. It was also proposed that new applicants be required to undertake and pass the test together with all existing licensed Hackney Carriage and Private Hire drivers being required to undertake and pass the test before their licences were renewed. It had been acknowledged that bona fide members of the Institute of Advance Motorists should be exempt from the requirement to pass the HCPHTA
53. The Panel considered carefully the response to the consultation on this proposal and thought that the additional financial constraint that this would add to the operational costs for the trade at present outweighed the benefits of increased public safety. It was also noted that there was a common law case currently being pursued through the Courts (the Darlington case), which may provide greater clarity on the reasonableness of introducing such a proposal.

54. At an earlier meeting of the Panel it had explored the option of ensuring that those drivers with 9 points on their licence be required to undertake the Driving Standards Agency test before their licence was reissued. Having reviewed that option the Panel felt that it would be difficult to introduce this in a fair way.

Conclusion and Recommendation

The Panel therefore concluded that this proposal be not recommended as a result of this review as it was considered to be a lower priority for action, but one that should be reconsidered at the next review in 3 years time.

The Panel considered that the trade should be informed that there would be further consideration of this proposal, including other ways of securing safe driving through an appropriate condition and that in appropriate circumstances officers be authorised to require that a driver undertake the HCPHTA test.

Implementation date: 30 September 2005 or at first renewal of licence on or after 30 September 2005.

8. Clock-Calendar Meters

55. The Panel had consulted the trade on whether a new condition should be introduced that required Hackney Carriages (and Private Hire vehicles where meters are fitted) to have meters that automatically change their tariff at the appropriate time and day to match the fare table. The consultation suggested the introduction of Public Carriage Office approved meters, which were regarded as tamper-proof.
56. It was acknowledged that such clock calendar meters cost between £265-£310 fitted, but that existing meters could be offered in part exchange. Part of the evidence considered by the Panel indicated that such meters automatically adjust to British Summer Time and do not require resetting if the car battery is disconnected. The introduction of a standard form of meter would also provide increased efficiencies for the Council, which currently deals with 4 different types of meters and seals.
57. The consultation had revealed that the trade supported the introduction of the new meters but had expressed concern about the possible timing for their introduction. In response to this objection, which the Panel considered to be reasonable, it suggested a longer lead in time giving the trade until 2007 to convert their meters. The Panel did consider the merits of allowing the meter to be changed when an operator changed his vehicle but on balance felt that this could result in old meters being used for 6 years in some cases, which was too long a period to wait.

Conclusion and Recommendation

The Panel considered that:

1 Licensed Hackney Carriages Nos. 1–75 be fitted with PCO approved (Public Carriage Office) clock-calendar meters on renewal of licence on or after 1 July 2007; and

2 Licensed Hackney Carriages Nos. 76 and above be fitted with PCO approved (Public Carriage Office) clock-calendar meters on first issue of licence; and

3. At renewal of licence on or after 1 July 2007 any meter fitted in a private hire vehicle shall be a PCO approved (Public Carriage Office) clock-calendar meter, tested and approved by or on behalf of the Council.

9 CRIMINAL RECORD BUREAU CHECK

58. As part of the Panel's desire to improve the safety and security for the customers of Private Hire vehicles it sought to introduce a new condition that would amend the current policy and require that Criminal Record Bureau Standard Disclosures be obtained for Private Hire Operator applicants.
59. In putting this proposal to the trade as part of consultation it received significant support. The Panel had regard to a similar condition that was in place for drivers of either Hackney Carriage or Private Hire vehicles who would be exempt from the proposed new policy, as they were already required to have obtained a CRB Enhanced Disclosure.
60. The Panel were informed that the cost of such checks was currently £28 and it was proposed that this should be passed on to the applicant in addition to application fee.

Benefit/Reason for proposal

61. The Council has been operating this practice and the introduction of this policy formalises that practice and ensures that the driver is a fit and proper person to be licensed. The proposal has also been updated to reflect current CRB requirements noting that Enhanced Disclosure give details of all convictions, whether "spent" or not.

Conclusion and Recommendation

The Panel agreed that:

- 1. on 30 September 2005 the Criminal Record Bureau Standard Disclosure checks be carried out on new applicants, and renewal of operator licences on or after 30 September 2005, and at 3-yearly intervals thereafter;**
- 2. applicants for Private Hire Operator licences, who are licensed as Hackney Carriage or Private Hire drivers, be exempt from this requirement, as they will have already obtained a CRB Enhanced Disclosure; and**
- 3. the Criminal Records Bureau Enhanced Disclosure be required for each new applicant and at 3-yearly intervals, or more frequently in appropriate circumstances. Previously-obtained Enhanced Disclosures are acceptable if no more than six months old.**

Note: As the introduction of this new condition was not in the direct control of the Council it was considered that it should be subject to the CRB agreeing to carry out the checks on Private Hire Operators.

Implementation date: Recommendations 1 and 2: 30 September 2005 or first renewal of licence on or after. Recommendation 3: with immediate effect following the publication of the amended policies and conditions.

10. Other Conclusions/Recommendations

62. The Panel concluded on the following proposed changes to the conditions to operate for Hackney Carriage and Private Hire vehicles. In each case the Panel received the reasons for the proposal, responses that had been received from the consultation, further research/evidence as requested and an analysis of the findings. All the documentation to support the evidence and findings for this part of the Panel's work is available as background papers and has been published on the Overview and Scrutiny Committee webpages.
63. The Panel recommends the following proposals be implemented for the reason shown and to be effective from the proposed date listed under each proposal.

A ANIMALS (conveyance of)

The Panel Recommended that:

- (a) a driver shall not convey, in a private hire vehicle, any animal belonging to or in the custody of himself/herself or the proprietor or operator of the vehicle; and**
- (b) any animal, other than a guide, hearing or prescribed assistance dog, belonging to or in the custody of any passenger may be conveyed at the driver's discretion in the rear of the vehicle only.**

Benefit/Reason for proposal

64. This condition regularises the legal position in relation to drivers carrying assistance dogs, under the Private Hire Vehicles (Carriage of Guide Dogs etc) Act 2002 which became effective on 31 March 2004 and imposes a duty on operators to accept bookings for a person who is accompanied by a guide, hearing or prescribed assistance dog.

Implementation date: with immediate effect following the publication of the amended policies and conditions.

B COPY OF DRIVER LICENCE

The Panel Recommended that:

That a driver must deposit a copy of his Private Hire driver licence with the proprietor of the Private Hire vehicle which he drives.

Benefit/Reason for proposal

65. This would enable a driver to work for more than one proprietor, as he may be able to obtain enough copies of his licence to provide to each proprietor whose vehicle he drives. This recognises that a driver can only have the original licence in any one place and that a more flexible arrangement should be made for the trade.

Implementation date: 30 September 2005, or at renewal of licence on or after 30 September 2005.

C BADGE

The Panel Recommended that:

A drivers badge must be worn in such a manner as to be plainly and distinctly visible and that a second badge should be displayed on the dashboard again to be plainly and distinctly visible to passengers.

Benefit/Reason for proposal

66. This proposal provides increased passenger safety allowing them to see the badge to check the identity of driver and that s/he is licensed.

Implementation date: 30 September 2005 or at renewal of licence on or after 30 September 2005.

D MEDICAL REPORT

The Panel Recommended that:

(a) Driver applicants, making a first application, or renewing a licence after the age of 45, be required to obtain a medical report, at their own expense, on a form prescribed by the Council, and signed by the applicant's own medical practitioner; and

(b) A medical report be accepted if it is no more than six months old. When the applicant reaches the age of 45 a medical report is required every 3 years until the applicant reaches the age of 65, and thereafter annually. The Council would reserve the right to require a driver to submit to a medical examination at any time.

Benefit/Reason for proposal

67. This proposal simplifies the procedures for applicants in that both CRB and medical would be accepted if they were less than 6 months old (changed from the existing requirement for a medical to be no more than 4 months old). There was regarded to be an insignificant risk of receiving a 2-month older medical report and that the regularisation would assist the trade.
68. The Panel had regard to the concerns expressed in the consultation about the cost, and speed of undertaking medical reports by an applicant's own registered General Practitioner (who has access to his/her medical records). The Panel sympathised with this concern but considered that, on balance, there was greater benefit to the community to be assured that each driver was medically checked by the Doctor who had knowledge of the medical history of the patient such as epilepsy, alcohol problems, and psychiatric problems.

Implementation date: with immediate effect following the publication of the amended policies and conditions. .

E CRIMINAL CONVICTIONS AND MOTORING OFFENCES.

The Panel Recommended that all convictions, including spent convictions, must be disclosed.

Benefit/Reason for proposal

69. The Rehabilitation of Offenders Act 1974 (Exceptions)(Amendment) Order 2002 requires that any spent convictions must be disclosed by *inter alia* Hackney Carriage and Private Hire drivers. This introduces the requirement to disclose spent as well as unspent convictions.

Implementation date: with immediate effect following the publication of the amended policies and conditions.

F KNOWLEDGE OF THE DISTRICT

The Panel Recommended that:

Private Hire driver applicants must pass an oral test of the locality, demonstrate ability to find addresses using a street atlas, and understand conditions relating to private hire.

Hackney Carriage driver applicants must pass a detailed oral test including street names and routes, Hackney Carriage fares structure, Hackney Carriage byelaws, and demonstrate ability to find addresses using a street atlas.

Benefit/Reason for proposal

70. This condition ensures that new drivers will be more knowledgeable and therefore provide a better service for the benefit of passengers. The oral test is of benefit to ensure that drivers can communicate effectively with officers, and thereby with passengers. This condition also expands the former arrangement with the requirement to demonstrate their use of a street atlas and their knowledge of private hire conditions.

Implementation date: with immediate effect following the publication of the amended policies and conditions.

G EMERGENCY DOOR (for 6, 7 and 8-seater vehicles)

The Panel Recommended that:

The rear emergency door, where fitted, shall have the means of operation (e.g. 'pull', 'turn clockwise') marked on the inside and outside. The emergency door shall be open able from both outside and inside. No vehicle shall be fitted with an emergency door, which can be locked from the outside unless, when so locked, it is capable of being opened from inside the vehicle when stationary.

Benefit/Reason for proposal

71. This would be a new condition that the Panel considered would improve the safety of passengers.

Implementation date: with immediate effect following the publication of the amended policies and conditions.

H DOORS AND WINDOWS

The Panel Recommended that:

- (a) each vehicle must have the appropriate number of doors to allow safe access and egress for the number of passengers it is licensed to carry;**
- (b) where only one side door is fitted to an MPV, that door is to be fitted to the nearside of the vehicle; and**
- (c) passengers must have free access to any device designed to release door locks or open windows, except where vehicle is designed for doors to be locked when the brake is off. Child locks may only be used when unaccompanied children are being carried or when required under the terms of a Surrey County Council Home-to-School contract.**

Benefit/Reason for proposal

72. To improve passenger safety and clarify the wording of existing conditions.

NOTE As requested by the Panel, the Project Team checked with Atkins who administer the SCC Home-to-School contracts. They say that child locks are required to be used when children are travelling alone or with an escort under the SCC Home-to-School contracts.

Implementation date: 30 September 2005, or at renewal of existing vehicle licence on or after 30 September 2005.

I ROOF SIGN

The Panel Recommended that:

A roof sign, on a Hackney Carriage vehicle, must be illuminated when it is available for hire. The name, business name or telephone number may be displayed at rear of sign.

Private Hire vehicles are not permitted to have a roof sign.

Benefit/Reason for proposal

73. Benefit to the public, to readily identify a HC which is available for hire.
74. The Panel considered the option of allowing roof signs on PHV to aid identification of pre-booked vehicle, but in view of its decision on liveries no further action be taken on this point until that issue has progressed further.

Implementation date: with immediate effect following the publication of the amended policies and conditions..

J INTERIOR SIGN (Double-sided luminous sign)

The Panel Recommended that:

a small version of the licence plate be placed inside windscreen or side window.

Benefit/Reason for proposal

75. This would be a new condition that the Panel considered would improve the safety of passengers and would enable passengers to readily identify the vehicle which had been hired.

Implementation date: with immediate effect following the publication of the amended policies and conditions.

K OPERATOR IDENTIFICATION

The Panel Recommended that:

- (a) the signs on side doors providing Operator identification on Hackney Carriage and Private Hire vehicles be a maximum letter size of 50mm high for 4-5 passenger vehicles and a maximum letter size of 75mm high for 6-8 passenger vehicles;**
- (b) the sign may include the Operator's name, telephone number, Town, e-mail address, website address;**
- (c) the maximum size of the door sign be 36cm wide x 26cm deep (approx 14in x 10in) for 4-5 passenger vehicles; and larger signs be permitted for 6-8 passenger vehicles to allow the sign/letters to be in keeping with each other; and**
- (d) templates be submitted and approved by R&B prior to use and that all existing signs be submitted to the Council for approval to ensure they meet the above conditions.**

Benefit/Reason for proposal

76. It allows door signs to be displayed on Hackney Carriage and Private Hire vehicles for the benefit of customers who would be able to identify the vehicles more easily. The proposal also allows the implementation of a Licensing & Regulatory Committee recommendation from their meeting on 23 July 2003.

Implementation date: 30 September 2005 or at renewal of licence on or after 30 September 2005.

L "NO-SMOKING SIGN"

The Panel Recommended that:

No smoking and no food and drink signs be permitted to be displayed on signs that are a maximum width of 77mm (3") in side windows.

Benefit/Reason for proposal

77. The new condition would benefit non-smoking drivers and passengers, to identify vehicles where smoking is discouraged. There would also be an opportunity for the driver to not allow food and drink to ensure the cleanliness of the vehicle for the next and subsequent customers.

Implementation date: with immediate effect from the date of the Executive's decision.

M SPARE WHEEL

The Panel Recommended that:

Vehicles carry a traditional spare wheel and tools to change a wheel in the event of a puncture.

Benefit/Reason for proposal

78. The Panel considered that greater passenger safety would be maintained if the driver was able to replace a tyre with a traditional one at the place of the incident as some of the alternatives were considered to be temporary solutions to get you to a garage for a full repair. Should the vehicle be on a long journey and be fully laden it was felt that passenger safety would be improved if a spare tyre were on the vehicle.

Implementation date: with immediate effect from the date of the Executive's decision.

N FIRST AID KIT

The Panel Recommended that:

A motorist's first aid kit should be retained on the vehicle, as approved by the Licensing Officer and that it should be visible and available for immediate use or a sign to be visible stating where it is stored.

Benefit/Reason for proposal

79. The proposal simplifies the former condition which was unworkable and provides improved passenger benefits should they need to access items from the kit speedily when needed.

Implementation date: with immediate effect from the date of the Executive's decision.

O FIRE EXTINGUISHER

The Panel Recommended that:

An efficient fire extinguisher (dry powder 1 kg fire extinguisher) should be kept in the vehicle and be visible and available for immediate use or a sign should be visible stating where it is stored.

Benefit/Reason for proposal

80. For passenger and public safety to enable it to be used without delay and to allow the most suitable type of fire extinguisher to be specified.

Implementation date: 30 September 2005, or at renewal of existing vehicle licence on or after 30 September 2005.

P LIQUID PETROLEUM GAS (LPG) POWERED VEHICLE

The Panel Recommended that:

evidence should be provided to indicate that a LPG installation has been carried out by an approved installer or vehicle manufacturer.

Benefit/Reason for proposal

81. To ensure that the LPG installation has been properly carried out and for passenger and public safety.

Implementation date: 30 September 2005, or at renewal of existing vehicle licence on or after 30 September 2005.

Q TINTED WINDOWS

The Panel Recommended that:

Where fitted the degree of tint or silvering must comply with the Construction & Use Regulations, which defines the acceptable standard, with exceptions for stretch limousines or executive vehicles.

Benefit/Reason for proposal

82. The Panel considered that this condition would avoid the use of very dark windows which could cause a passenger to feel at risk and that it would also ensure that the vehicle conformed to Construction & Use Regulations.

Implementation date: 30 September 2005, or at renewal of existing vehicle licence on or after 30 September 2005.

R TOWING DEVICES

The Panel Recommended that:

Any towing bracket or towing device must be manufactured and maintained to either BSI or EC standards and that a trailer should be fitted with a duplicate licence plate at the expense of the Licensee.

Benefit/Reason for proposal

83. For benefit of passengers and public safety to ensure that vehicles can be identified even if the trailer obscures the licence plate on the vehicle.

Implementation date: 30 September 2005, or at renewal of existing vehicle licence on or after 30 September 2005.

S STRETCHED LIMOUSINES

The Panel Recommended that:

The proposal to provide details of the specification of acceptable stretched limousine vehicles be considered at a subsequent review as the information would require a great deal of research.

T CCTV

The Panel Recommended that:

(a) Where CCTV is operated within a vehicle, an outward facing notice must be placed on all passenger windows advising of the presence of CCTV which must be approved by a Licensing Officer before use.

(b) Any in-cab CCTV apparatus must be PCO (Public Carriage Office) approved, and be approved by Licensing Officers before it is installed.

Benefit/Reason for proposal

84. This new condition is for the benefit of drivers and passengers and to advise passengers that CCTV is being used and also protects passengers' privacy by preventing unauthorised access to the CCTV images.

Implementation date: 30 September 2005.

U MOT CERTIFICATE (or certificate of mechanical fitness)

The Panel Recommended that:

(a) An MOT certificate would not required for any vehicle with less than 1,000 miles on the clock at initial licensing.

(b) the MOT certificate (or certificate of mechanical fitness) should be no more than 28 days old at the date of licence grant or renewal.

Benefit/Reason for proposal

85. Simplify procedures for applicant who will know in advance whether they will have to provide MOT certificate when a new vehicle is licensed.
86. Previously a MOT/certificate was accepted if it was not more than 8 weeks old and the Panel considered that a more up-to-date MOT would more accurately reflect the condition of the vehicle.

Implementation date: 30 September 2005, or at vehicle inspection or renewal of existing vehicle licence on or after 30 September 2005.

V FIXING OF LICENCE PLATE

The Panel Recommended that:

the licence plate be fixed to vehicle by a licensing officer at the time of licensing, either to a bracket or direct to the vehicle bodywork.

Benefit/Reason for proposal

87. This new policy would ensure that all licence plates are fixed securely fitted and displayed in a conspicuous position at the rear of the vehicle.

Implementation date: 30 September 2005, or at renewal of existing vehicle licence on or after 30 September 2005.

W PRIVATE HIRE RECORDS

The Panel Recommended that:

BOOKINGS

The operator shall keep the following particulars of every booking: date and time of booking, date and time of journey, name of hirer, place passengers collected, place passengers set down, Private Hire vehicle licence number, name and licence number of driver, fare charged whether or not on meter. Records of bookings must be kept for 12 months.

DRIVERS

The operator shall keep the following particulars of every private hire driver: name current address, telephone (including mobile phone numbers), copy of current Private Hire driver licence, date driver ceased to be available to the operator. Records of a Private Hire Driver must be kept for 12 months from the date the driver ceased to be available to the operator. Operators must provide details to the Council when a driver's dismissal related to his/her unsatisfactory conduct.

VEHICLES

The operator shall keep the following particulars of every vehicle used: make, model and colour, vehicle registration number, registered keeper, copy of Private Hire vehicle licence, copy of current MOT certificate, copy of current valid certificate of insurance, date when vehicle became available to the operator, date vehicle ceased to be available to the operator. Records of a private hire vehicle must be kept for 12 months from the date the vehicle ceased to be available to the operator.

Benefit/Reason for proposal

88. These new conditions would simplify the procedures and reduce the information previously required which was considered to be unnecessary and impractical for operators.

Implementation date: 30 September 2005, or at renewal of existing operator licence on or after 30 September 2005.

X SUITABILITY OF PREMISES

The Panel Recommended that:

The running of a private hire business shall not cause nuisance or disturbance to occupants or residents in the vicinity of the operating base.

Benefit/Reason for proposal

89. This new condition had been suggested to minimise problems in the neighbourhood of a private hire operator and to enable enforcement action in the event of nuisance.

Implementation date: 30 September 2005 or at renewal of existing operator licence on or after 30 September 2005.

Y RIGHT HAND DRIVE

The Panel Recommended that:

The steering wheel of the vehicle must be on the right-hand or offside of the vehicle although exceptions will be considered, e.g. stretch limousines.

Benefit/Reason for proposal

90. The Panel considered that this new condition would improve the safety of passengers.

Implementation date: 30 September 2005.

CONCLUSIONS AND RECOMMENDATIONS TO BE CONSIDERED AT THE NEXT REVIEW IN 3 YEARS TIME

Z DISABILITY AWARENESS TRAINING

91. The Panel considered that in view of the trade response and the further investigations required that Disability Awareness Training be **deferred** for further consideration at the next review.
92. The Panel recommended that training should be set up as soon as practicable, bringing it into force for new drivers, and on renewal of existing driver licences and that sources of funding for this be investigated.

AA CONSTRUCTION

93. The Panel considered that as significant further investigation was required the issue of whether each vehicle, licensed for the first time, must have European Whole Vehicle Type Approval or UK Low Volume Type Approval or meet the Transport for London Conditions of Fitness be **deferred** for consideration at the next review.

BB VEHICLE CONVERSIONS

94. The Panel considered that as significant further investigation was required the issue of whether a vehicle which had been converted from the original 'type approval' category

(e.g. van to minibus) as well as modified for use (e.g. MPV converted to carry disabled passengers or wheelchairs) be **deferred** for consideration at the next review.

CC OPERATOR'S BASE

95. The Panel considered that as significant further investigation was required the issue of whether an application for a Private Hire Operator licence be not considered unless the operating base was in the Borough of Reigate & Banstead be **deferred** for consideration at the next review.

DD TAXI RANK PROVISION

96. The Panel had recognised that it was important to undertake a parallel review of the rank provision that was in place to allow it to address changes that may emerge from the review of conditions and policies for Hackney Carriage and Private Hire vehicles. To support this it had commissioned a report to review the rank provision in the Borough and the facilities at them. The report examined the importance of taxis and Private Hire Vehicles (PHVs) in the Borough, the existing rank provision, a possible taxi voucher scheme and an emerging Surrey County Council (SCC) strategy. The study also highlighted the relevant national and local survey data about taxi and PHV use. The review went on to consider the various issues about ranks, from growing demand for taxis and PHVs to specific requirements such as location, size, facilities, security, various aspects about information, and finally the funding of improvements.
97. The issues arising from the review were then the subject of consultation with the trade and other interested parties such as the County Council.
98. In concluding the review a Draft Action Plan was drafted that suggested specific measures/initiatives and who would be responsible for progressing them as a method of focussing on the consultation.
99. The purpose of this consultation was to elicit comments from trade and customers to assist the Council in reviewing the current rank provision. Through the questionnaire the Panel sought to assess the needs of the users to assist with the development of a priority action plan that could be further investigated by the relevant service providers and agencies.
100. This section of the Panel's report clarifies the issues that it consulted upon, the response and the action that the Panel proposed. The full details of the community response and officer comments are contained in the reports presented to the Review Panel and have been placed on the Overview and Scrutiny Committee webpages.
101. The Panel recognised that many of the proposed actions required further work before they could be implemented and suggested that the majority of the proposals for action be documented in an agreed Action Plan with appropriate priorities being attached to each area for the proposed works. Should that Action Plan be agreed by the Executive the work to implement it and the implications of the proposals be managed directly by the Executive Member for Community Transport and Safety.

Specific Areas for Immediate Action

1. Retain existing rank in **Banstead High Street**, near Waitrose. The Panel noted an old Metropolitan Police sign in the rank area but considered that it would

recommend no action on that at present. If there was evidence that it was not being used then it should be removed when it is next reviewed in 3 years time.

2. Retain existing rank provision in **Banstead Road** outside station but provide road markings which are not clear. If there was evidence that it was not being used then it should be removed when it is next reviewed in 3 years time.

3. Retain existing rank provision in **Horley High Street** and enforce parking regulations.

4. That the relocation of the **Victoria Road rank provision in Horley**, closer to Lidl be supported in principle, subject to appropriate further investigations.

5. That the existence of **Horley and Merstham station ranks** be clarified.

6. Retain the existing rank in **High Street, Redhill** which has the potential to be a useful rank when the Red Central building is occupied.

7. Consider establishing a new rank nearer **Redhill town centre**, i.e. High Street/Station Road.

8. Retain existing rank provision in **Church Street, Reigate**.

9. Consider establishing a new rank in **Church Street, Reigate** for the evenings only, which could primarily serve the 'Tickled Ivory' area of the town centre. The Panel acknowledged that further discussions would be required with the Restaurant and to consult the Town Centre Management Group.

10. Enlarge the **Redhill Sainsbury rank**. The panel considered that this should be treated as urgent in view of road safety concerns about vehicles protruding into the road. Consideration should also be given to a lay-by for waiting, outside TDK in Queensway.

11. The Panel considered that there was a need for rank provision at the general location of the Marks & Spencer store in **Banstead High Street**, but that an alternative location needed to be identified that did not interfere with the bus lay-by and roundabout.

12. The Panel considered that further investigations be undertaken to the suggested rank provision at **Waitrose, Horley**, including whether time limited ranks could be provided in the best possible location.

13. The Panel considered that new rank provision should be supported at **Morrisons, Reigate** and that the further investigation include discussions with Morrisons and to establish what were the conditions for the planning permission for the store.

14. That a new experimental rank be provided in **Reigate High Street**, near Marks & Spencer for daytime, and for restaurants in the evenings. However more work would be required in the choice of location (an alternative was to locate it near the Old Town Hall if this didn't lead to traffic jams) following appropriate consultation. An option would be to consider this as an experimental rank.

15. A new rank in the forecourt of **British Embassy Rock Bar, Station Road, Redhill** was supported on the basis that further discussions be held to ensure the most successful proposal was put forward.

16. The proposal for a new rank provision at **Consort Way, Horley**, in late evening only, largely for the use of the Liquid Lounge club be further investigated, including the option of a time limited rank being provided.

17. The Panel strongly supported the provision of a new rank at **East Surrey Hospital**, and that discussions be held with the Hospital to ensure that spaces would be available for HC and PH vehicles.

18. The Panel thought that the initiative to allow taxis to **rank** (with top sign illuminated) **anywhere in the Borough**, during the late evening wherever there was demand, was a good idea. However, the trade had opposed this suggestion so the Panel concluded that a further piece of work be commissioned to consider the wider implications on changes to the conditions of licences issued to operators.

19. The Panel considered the **shelter and seating facilities at** ranks and suggested that they all, except those serving clubs, should at a future point be provided with appropriate shelters, seating and signing. In the meantime further discussions be undertaken with other parties and investigations be made to establish if resources could be found for the improvements.

20. The Panel supported the **improvements to access** including tactile paving at all ranks and recommended that this be included in the action plan to be drawn up as referred to above.

21. The Panel strongly supported **improved security** with CCTV at all new ranks and more signs about their coverage, especially at Redhill but recognised that this would have financial implications, so recommended that this feature as a high priority in the proposed action plan.

22. That further, priority, investigations be made into **Secure Station** accreditation for all rail stations, particularly Redhill.

23. Investigate further whether a free phone could be provided at **Redhill station's** Redstone Hill entrance to summon taxis from the rank at the main entrance.

24. Investigate further whether a free phone could be provided at **East Surrey Hospital** to book PHVs.

25. That the direction of queuing outside **Sainsbury's in Redhill** be clarified.

26. That discussions take place, but not as an immediate priority, with Southern Trains to establish what redevelopment opportunities there are at **Redhill Station** to widen the pavement at the taxi queue and also for drivers to be able to use station staff's toilet.

27. That further investigations be made with SCC to establish if a right turn for taxis/PHVs only could be provided into **Redhill Station forecourt**.

28. That the Council should participate in SCC's proposed **partnership schemes**.

29. Further investigations be made into the provision of **notices at ranks**, e.g. about operators, fares, hailing, the difference between taxis and PHVs, telephone numbers.
30. Further investigations be made into the provision of **signs at ranks** to indicate their presence and the queuing arrangements.
31. Further investigations be made into the provision of **signs** to the nearby, but not visible, PHV offices where there are no ranks, i.e. Horley, Reigate stations.
32. Further investigations be made into the provision of **signs** within Banstead and Redhill stations about ranks outside.
33. Further investigations be made into the provision of **town centre maps** to show the location of ranks.
34. Further investigations be made into SCC's **Bus & Train Guides** for the Borough featuring taxis and PHVs and list operators including rank locations on maps and inviting operators to submit advertisements.
35. Further investigations be made into publishing an **information leaflet/guide** about taxis and PHVs in the Borough, including information about hailing, and make available at Help Shops, libraries, bus and train stations, supermarkets, East Surrey Hospital and doctors' surgeries.
36. Further investigations be made into the provision of details in R&BBC and SCC publicity and on **websites** of the Traintaxi Guide and how to obtain it.
37. Further investigations be made into ways of encouraging train operators to publicise the **Traintaxi** Guide at stations.
38. Further investigations be made into the best way of **listing ranks** shown on a map and the R&BBC website including other information as well.
39. The Panel consulted on the **priority order** of issues raised in the review. The outcome of that was inconclusive and therefore it was suggested that the proposed action plan address the overall priority order.

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