

LICENSING AND REGULATORY PANEL

9TH MAY 2006

PRESENT Councillor Wilson in the Chair
Councillors Coulson (substitute), Dunn,
Mrs Feldman (substitute), Harington, Hollingsworth
and Wilkinson

IN ATTENDANCE Mr D Broster – LCC Taxi & Private Hire Licensing
Mr M Johnson – LCC taxi & Private Hire licensing
Mr A Ali – City Cabs (LAPTA)

90 **Chairs Opening Remarks**

Councillor Wilson chaired the meeting in the absence of Councillor R D Feldman and welcomed Councillor Mrs Feldman and Councillor Coulson as substitute members.

It was noted that the business to be considered at this meeting had been adjourned from the meeting held 2nd May 2006 which had been inquorate

91 **Declarations of Interest**

There were no declarations of interest

92 **Minutes**

RESOLVED – That the minutes of the meeting held on 4th April 2006 be agreed as a correct record

93 **Proposed Customer Care Plan**

The Director of Legal and Democratic Services submitted a report on proposals for the introduction of a Customer Care Plan for Hackney Carriage Proprietors and drivers and the implications for the Council's relevant current conditions

Panel had previously granted approval "in principle" for proposals for a Plan to be introduced for both the Hackney Carriage and Private Hire trades which would identify the level of service a customer could expect.

Proposals for the Private Hire Trade would be presented at a future meeting.

Attached to the report were copies of the following:

- a proposed Customer Care contract to be issued to and signed by the Hackney Carriage proprietor
- a draft Customer Care Booklet to be carried within Hackney Carriage vehicles at all times and to be available at the request of customers
- options for window stickers for Hackney Carriage vehicles

Officers tabled a proof copy of the Customer Care Booklet to provide Panel with an idea of the final design, along with examples of the two window sticker options

It was reported that the Hackney Carriage Trade broadly welcomed the proposals however the concerns of some representatives with regard to the

information to be displayed on the front of the Customer Care Booklet pertaining to the proprietor were outlined to the Panel

The Panel considered the comments of the trade representatives and discussed the following matters

- production costs of the material and resource implications for the Council
- future purchase cost to the proprietor
- number of booklets to be issued to each proprietor and to be carried at any one time in a vehicle
- existing methods for dealing with customer complaints

RESOLVED –

- a) That Panel approve the proposals for the introduction of a Customer Care Plan in respect of Hackney Carriage Proprietors and Drivers and the necessary changes to Conditions.
- b) That officers be requested to consider the costs of the implementation of the proposals and to bring a report back to Panel at the appropriate time