

SCRUTINY BOARD (CENTRAL AND CORPORATE FUNCTIONS)

EXECUTIVE SUMMARY

Scrutiny Board (Central and Corporate Functions) received a request for Scrutiny from members of the hackney carriage trade regarding the allocation criteria for vehicle licences. The Board received evidence from a representative of the trade and from Legal and Democratic Services on this issue. After considering the evidence, the Board has made the following recommendations:

RECOMMENDATION 1

That the Legal and Democratic Services Department consult with the recognised hackney carriage trade representatives on matters affecting the hackney carriage trade.

The consultation is broadened to include the use of newspaper advertisements inviting comment on proposed service changes.

That consultation takes place with CITs on proposed service changes.

RECOMMENDATION 2

That the department establishes a universal Customer Care Plan to which vehicle licence holders will be expected to adhere and that individual customer care plans no longer form part of the licence allocation process.

RECOMMENDATION 3

That the department establishes an Allocations Panel consisting of three or more officers.

RECOMMENDATION 4

That the department establishes an appeals mechanism to consider matters which have been open to interpretation by the Allocations Panel.

RECOMMENDATION 5

That the department prepares and submits to the November meeting of Scrutiny Board (Central and Corporate Functions) a report on the advantages and disadvantages of the current policy of limiting the number of licences, including a critical analysis of alternative arrangements.