
Report of the Director of Legal & Democratic Services

To the Licensing and Regulatory Panel

Date: 5th September 2006

Subject: Proposed Customer Care Plan – Hackney Carriage Proprietors

Electoral Wards Affected:

All

Specific Implications For:

Ethnic minorities

Women

Disabled people

Executive Summary

An earlier report was presented to Members in respect of a proposal to implement a Customer Care Plan for the Hackney Carriage trade.

The proposals were accepted in principle but Members asked Officers to report back to them on the costs involved so they could determine how those should be met.

1.0 Purpose Of This Report

1.1 To inform Members of the costs for the introduction and first year maintenance of the Customer care Plan.

2.0 Background Information

2.1 Full report was presented to the Licensing and Regulatory Panel in April 2006 and further information was requested by Members.

3.0 Main Issues

3.1 Outlined in earlier report.

4.0 Implications For Council Policy And Governance

4.1 No foreseeable adverse consequences.

5.0 Legal And Resource Implications

5.1 The financial estimates are set out below: -

Estimated set up and first year costs (rounded up)	£
<u>Customer Care Booklet</u> Based on 10 booklets per vehicle	456.00
<u>Vehicle Window Stickers</u> Based on 4 per vehicle	268.00
<u>Proprietors Customer Care Contract</u> Based on 2 per Proprietor	48.00
<u>Driver Customer Care Contract</u> Based on 2 per driver	135.00

5.2 The approximate costs (rounded up) for the Proprietors are as follows: -

Window Stickers	£0.50
Customer care Booklet	£0.85
Contract	£0.09
Total cost	£1.44 (rounded up to £1.50)

5.3 The approximate costs (rounded up) for the drivers are as follows: -

Contract	£0.13
Total cost including postage and administrative costs	£0.43 (rounded up to £0.50)

Staffing costs will be taken up within the Section's existing budget.

6.0 Conclusions

6.1 The costs and how they are apportioned are not excessive and are appropriately rounded up in view of the sums involved and will make a minimal financial impact on a driver or Proprietor.

7.0 Recommendations

7.1 That Members consider the financial implications of the policy on drivers and Proprietors of Hackney Carriages and approve the policy in its entirety.

7.2 If Members do approve the Customer Care Plan as outlined in the previous paragraphs that they then authorise Officers at Taxi and Private Hire Licensing to deal with these issues and any other matters arising in respect of the Customer Care Plan under 'Delegated Powers' on behalf of the Licensing and Regulatory Panel.