

**Taxi Forum
Rockspring Community Centre, Ludlow**

15th April 2014, 10.30 – 11.20 am

Present: Mandy Beever, Julie Fildes (note taker), 3 x Drivers.

Apologies:

1. Introduction

Mandy Beever welcomed those present and explained that the reason for the forum was to give those who would be affected by the Council's licensing policy an opportunity to comment on the present policy before it was revised and went before the Licensing Committee.

2. General Issues Raised

- The time taken to process applications
- Relocation of Licensing Officers to Craven Arms
- Reduction in Licensing Fees
- Number of Hackney Carriage rank places in Ludlow
- Unlicensed individuals operating in the area

Agreed:

- that MB would contact the Highways Department and the police to ascertain if there were further suitable locations to site additional Hackney Carriage ranks in Ludlow;
- The Parking Service Team would be made aware of the problems caused through illegal parking on the taxi rank and would be encouraged to take action;
- Information would be made available to the public on the dangers of using unlicensed taxis; and
- Details of unlicensed taxi drivers would be passed to the Council's Investigation Team for action.

3. Comments on the Present Policy

- The dual badging of drivers was discussed. It was noted that different skills were required by Hackney Carriage drivers to those held by private hire drivers.

ACTION

MB

MB

MB

Drivers

- The drivers/operators requested that there should not be an increase in fare tariffs as customers were being deterred from short distance journeys.
- It was stated that any increase in Tariff Fours payable on bigger vehicles disproportionately affected disabled passengers as they were not able to use smaller vehicles.

The meeting closed at 11.20am

TAXI FORUM

Cantern Brook Offices, Stanley Lane, Bridgnorth
Wednesday 16th April 2014,
11.00 am – 1.20 pm

Present:

Representatives from the trade: Drivers x 3

Officers: Mandy Beever [Team Manager, Operational Community Safety]
Jane Palmer [Snr Democratic Services Officer] - notes

ACTION

1.0 Introduction

1.1 Mandy Beever welcomed all and explained that the meeting provided an informal opportunity for interested parties to submit any comments that would be taken into consideration as part of the review of the Council's Licensing Policy and to raise any other general and relevant queries/questions.

1.2 She advised those present of the following notable timescales for the review of the Council's Licensing Policy:

- 18 May – initial report to Strategic Licensing Committee
- 2 June 2014 – start of three month consultation period
- September 2014 – final report to Strategic Licensing Committee
- 26 February 2015 Council – approval of the revised Licensing Policy
- 1st April 2015 – new Licensing Policy comes into force

Issues Raised

2.1 **Roof signs** – these were considered by the trade to be useful as a means of identification of vehicles as 'taxis' to customers. There had been occasions where the lack of roof sign had resulted in loss of trade when a customer had seen the taxi roof sign on the hackney vehicle and the hackney takes the trade!

2.2 It was noted that private hire companies who were operating in the Telford area sent customers a ring back or a text message advising them of the registration number of the vehicle that would be picking them up; this helped to militate against the loss of trade caused by the inability to display roof signage.

3.0 **Plate numbers** – it was considered that these caused confusion –

some customers thinking the plate number was a telephone number!

- 3.1 MB drew attention to advice received on these issues. She advised that the onus lay with the customer to check that they were getting into a bona fide vehicle and door stickers had been accepted as the method of differentiating between private hire and hackney cabs. She added that the company name was permitted on the door stickers as long as the word 'taxi' was not used.
- 3.2 It was considered that most members of the public did not know and/or understand the difference between hackney and private hire vehicles.
- 4.0 **Hackney carriage ranks** – general consensus that hackneys should operate from ranks. Concern expressed over the current use of the Shifnal rank – who using it, correctly marked etc.
- 4.1 Suggested location for a Bridgnorth taxi rank - from Baileys wine bar to the just before the Town Hall, just past Tesco. Concern expressed that hackney drivers may be reluctant to use a rank and may go as far as changing from hackney operators to private hire.
- 4.2 MB confirmed that she would be happy to pursue the issue of rank installation but the actual installation of the ranks and the suitability of rank location fell within the remit of the highways service – it could be a long drawn out process. A shared bus stop/taxi rank was often easier to get installed.
- 5.0 **Private Hire 'Pull Back Position'** – the current lack of a pull back position for private hire vehicles in Shropshire caused problems as drivers currently parked up in areas where they knew the work was likely to be forthcoming. MB commented that the current lack of pull back condition in the policy allowed private hire drivers to park in any designated, safe place to park.
- 5.1 MB added that the current Shropshire Policy required 'pull back' to a 'safe place' as opposed to a 'pull back to base' as was the case in the Telford area. She added that Telford drivers working in the Shropshire Council area could be covered if the future Shropshire Policy included the Telford pull back areas as a condition.
- 6.0 **Private Hire New Driver Recruitment** – Current difficulties with the recruitment of private hire drivers was reported. It was hoped that County Training may be able to assist in the search for new drivers.
- 6.1 Knowledge Test - MB added that a knowledge test and driver assessment day could be held, comprising ideally 20 drivers.

Concerns were voiced that the out of area policy knowledge test was too rigorous especially given the modern day reliance on GPS navigation systems by most drivers. MB added that the test had a 95% failure rate at the moment.

- 6.2 Driver assessment – MB advised that there was an opportunity for those taking the driver assessment to use the assessor's car as the driver assessment could not be taken in a vehicle used for private hire – this was a private arrangement between the driver being assessed and the assessor and attracted an additional fee of £30 cash.

Other Issues

- 7.0 **Volunteer hospital drivers** – Concerns that local volunteer, hospital drivers have been doing airport runs. MB advised that volunteer drivers provided a service for the infirm and/or elderly and received reimbursement of their expenses only and did not receive individual payment. The service they provided was not classed as 'for hire or reward' and, as such, the drivers were not registered like hackney carriage/private hire drivers.
- 7.1 Responding to further concerns, MB agreed to contact NSL at Telford and let them know that NSL vehicles were blocking access to entrances at PRH that prevented private hire drivers from dropping their customers close to the doors.

Issues regarding the current service

- 8.0 The lack of a **direct telephone line** was highlighted as a particular issue. MB explained the impact of the council's reduced staffing levels in this area.
- 8.1 It was agreed that **communication** between the trade and Council Officers was key and that a clear two way understanding of changes to processes was vital.
- 8.2 **Pre-payment only stickers** - MB agreed that there would be no problem if the trade wished to display the stickers supplied by West Mercia Police stating that prepayment only was accepted between the hours of 7pm and 7am.

The meeting closed at 1.20p.m.

TAXI FORUM

Raven House, Market Drayton
Wednesday 22nd April 2014,
11.15am – 12.00pm

Present:

Representatives from the trade: 2 x Operators

Representatives from the Police: Sgt. Claire Greenaway
PC Michael Sturland

Officers: Mandy Beever [Team Manager, Operational Community Safety]
Tim Ward [Committee Officer] - notes

ACTION

1.0 **Introduction**

1.1 Mandy Beever welcomed all and explained that the meeting provided an informal opportunity for interested parties to submit any comments that would be taken into consideration as part of the review of the Council's Licensing Policy and to raise any other general and relevant queries/questions.

1.2 She advised those present of the following notable timescales for the review of the Council's Licensing Policy:

- 18 May – initial report to Strategic Licensing Committee
- 2 June 2014 – start of three month consultation period
- September 2014 – final report to Strategic Licensing Committee
- 26 February 2015 Council – approval of the revised Licensing Policy
- 1st April 2015 – new Licensing Policy comes into force

2.0 **Issues Raised**

2.1 **Age of Vehicles** – Were there any plans to reduce the age of vehicles allowed to be licensed?

2.2 MB advised that there were currently no plans and if a reduction was introduced there would be a three to five year lead in period to allow companies to plan accordingly.

2.3 **Problem with Cross Border Working** – currently a driver licensed in one area was not allowed to drive a taxi licensed in another area which caused problems when relief drivers were needed.

- 2.4 MB advised that this was currently being considered as part of a national consultation being carried out by the Law Commission which was due to report in May. She added that any recommendations arising from this would need to be incorporated into the Council's policies.
- 2.5 **Were any changes proposed to the licensing process for new drivers?**
- 2.6 MB advised that there were no plans to change the process but this topic had been raised prior to the meeting in Shrewsbury where a suggestion had been made to split the current joint drivers badge and possibly introduce a zone specific drivers test for Hackney Carriage drivers.
- 3.0 **Other Points Raised**
- 3.1 **Tendering List** – when is the tendering list reviewed and how is a company able to be added to the list?
- 3.2 MB advised that this was not dealt with by the Licensing Team and the company should contact the Transport Team at Shirehall.
- 3.3 **Timing of MOTs** – currently executive hire cars needed to be MOT'd every six months and very often this did not fit in with servicing schedules which meant the car was out of service twice. Was there any way of changing timescales so that the car was only in the garage once?
- 3.4 MB advised that this may be possible and that the company should contact the licensing department to discuss the matter further.
- 3.5 Taxi companies commented that, whilst it was a little inconvenient to have to travel to Shirehall for licensing matters, the closure of the Wem office had not caused too many problems and they were generally happy with the service received from the Licensing team.

The meeting closed at 12.00p.m.

**Taxi Forum
Shirehall, Shrewsbury**

**23rd April 2014
11.00 am – 1.25 pm**

Present: Mandy Beever (Team Manager, Operational Community Safety)
Shelley Davies (Committee Officer)
Sgt. Ben Tanfield and 2 other Police Officers (West Mercia Police)
22 Drivers

ACTION

1. Introduction

1.1 Mandy Beever welcomed all and explained that the meeting provided an informal opportunity for interested parties to submit any comments that would be taken into consideration as part of the review of the Council's Licensing Policy and to raise any other general and relevant queries/questions.

- 1.2**
- 21 May – initial report to Strategic Licensing Committee
 - 2 June 2014 – start of three month consultation period
 - September 2014 –report to Strategic Licensing Committee
 - 26 February 2015 Council – approval of the revised Licensing Policy
 - 1st April 2015 – new Licensing Policy comes into force

2. Issues raised by West Mercia Police

Sgt Ben Tanfield stated that there were no major issues to report and he considered that the police and the taxi trade had a good working relationship but the following minor issues had been highlighted by officers and he wanted to note that there may be future enforcement in relation to these issues:

- Parking in Roushill by the doctors surgery;
- Parking in Church Street and St Marys place on the one way system;
- Parking on the zigzags by Waitrose;
- Using Princess Street and Market Street as a cut through;
- Keeping badges in pockets and not on display; and
- Not wearing seatbelts when there is no passenger.

Agreed:

That the Police and Licensing Team issue joint guidance in relation to the following issues:

- The use of Seat belts

**MB
BT**

- The use of Car Seats
- What the Police can do if a fare is not paid
- Specific areas of town where can/cannot drop off

Agreed:

That the comments in relation to Police vehicles using taxi ranks, particularly the Buttermarket rank and the Station rank on Football match days be passed on the relevant Officers.

BT

Agreed:

That a notice that drivers can display in their vehicle be produced to inform passengers how they can complain.

MB

3. Questions put forward by Shrewsbury Drivers for discussion

Taxi Marshalls every weekend to be paid for by the Hackney Carriage Fees:

- Marshalls generally worked well but some were not very efficient.
- The drivers advised that they would require financial information in relation to this issue before could make a decision.
- The cost should be added to every licence not just Hackney Carriage licences.
- Some drivers felt that funding would be better used for enforcement than Taxi Marshalls.

Introduce an upper limit on vehicle numbers licensed.

- For Hackney Carriages this would be a good idea as it was difficult at present to make a living.
- The Private Hire Vehicle drivers agreed that this would be welcomed due to the influx of drivers around 2010/11.

Separate Knowledge Test for Hackney Carriage Drivers that is more difficult than the current one, to reduce numbers of awarded licences.

- Drivers were in support of this and felt that the large influx of drivers was due to the Shropshire test being much easier than other Councils.

Remove the current Joint Drivers Licence and Knowledge Test and replace it with a separate Private Hire and Hackney Drivers Badges

- The majority of drivers were fully supportive of this idea.

- One group of drivers felt that the joint badge gave drivers a choice but there should be a specific test for Hackney Drivers.
- It was questioned if you could still drive a Private Hire vehicle if had a Hackney Carriage badge.

Replace the current Knowledge Test with a specific Zone Test for the Hackney Drivers application and a County Wide Knowledge Test for Private Hire Driver Applicants

- Drivers were fully supportive of this idea and agreed that the Hackney Carriage test should be more difficult and zone specific.

Remove Zones and make all Shropshire Hackney Vehicles Wheelchair Accessible.

- Drivers stressed that they did not want the zones removed.

Consider specific types of vehicles for Private Hire and Hackney use being introduced

- It was agreed that there should be a list of vehicles suitable to be used as a Hackney Carriage and these vehicles should not be used as Private Hire Vehicles.

Introduce a 10 year upper age limit on vehicles

- Some drivers felt that the 10 year upper age limit was fair.
- The majority of drivers felt that the upper age limit was of no benefit and it was the standard of testing that was important and the age of the vehicle was not relevant.
- A visual test should be included as well as the MOT.
- If a vehicle was over 10 years it should have 2 MOTS per year.
- Drivers requested that this question be asked at the remaining forums.
- In response to a query, MB confirmed that once a vehicle had reached the age of 9 years it was required to have 3 MOT tests per year, tests being spaced out evenly throughout the year at four monthly intervals.

Provide a Guidance Leaflet with the New Driver Application form outlining the level of knowledge expected to pass the test

- It was agreed that this was a good idea.

Make the new policy more enforceable

- It was agreed that this was a good idea and drivers suggested that the officers used to do the enforcement were swapped around and they get used to certain officers.
- Enforcement officers should check that the correct tariff was being used.
- Covert enforcement was required.
- There should be random alcohol/drugs tests.
- Enforcement officers need to have knowledge of policy.

Private Hire Vehicle Door and Roof Signs

- The signs that were shown during the previous consultation were different those produced.
- The colour of the roof sign was irrelevant and this should be removed from the policy.
- A number of Private Hire Vehicles still have a roof signs, magnetic door signs and refer to themselves as taxis

Create a clearer identity difference between Hackney Carriages and Private Hire Vehicles

- It was suggested that Hackney Carriages should be black in colour as they were previous.
- It was added that this would have to be phased in as some drivers had now bought vehicles in a different colour.
- More publicity was required to educate the public on the difference.
- Private Hire Vehicles should not park up in the street they should return to base.

Calendar controlled meters in Hackney Carriages

- Some drivers felt that the Sunday tariff was unnecessary and noted that they used tariff 1 on a Sunday instead - which they would not be able to do if they had a calendar locked meter.
- Drivers noted that they could use the Sunday tariff but charge

less for the journey but preferred to use tariff 1 as the customers become alarmed when they see the meter going up.

- The majority were in favour of calendar controlled meters but not calendar locked meters.

Different Tariff Card fees for Zone 4

- A large number of drivers stated that they did not want the Sunday rate as it was putting off customers.
- Some drivers did want to retain the Sunday rate as they feel that they should be paid more for working on a Sunday.
- MB stated that if drivers wanted a change to the tariff card for Zone 4 they would need to formally request this.

General Issues

Wheelchair Accessible Vehicles

Drivers considered that the wording in the policy required amendment as it currently just referred to the requirement to be wheelchair accessible. It was suggested that a test be introduced to ensure that the vehicle could legally transport a wheelchair. Additionally it was noted that the vehicle should be wheelchair accessible at all times.

Meters in Private Hire Vehicles

It was questioned if meters could be put in Private Hire Vehicles to avoid pricing wars and enable customers to use the company they prefer rather than the cheapest. MB stated that it was not possible to do this as the legislation states that the private hire companies set the fees themselves.

Spare Tyres

It was pointed out that some new vehicles do not have a spare tyre and suggested that the policy should state that Hackney Carriage and Private Hire Vehicles have to carry a spare tyre.

Height of access to vehicle

It was pointed out that there should be a maximum height to step into a vehicle as some members of the public especially elderly people cannot get into some vehicles.

The meeting closed at 1.25pm

**Taxi Forum
Council Chamber, Oswestry**

**24th April 2014
11.00 am – 1.35 pm**

Present:

Trade Representatives: 6 Drivers/Operators

Police Representative: PC Mark Moth (West Mercia Police)

Officers: Mandy Beever (Team Manager, Operational Community Safety)
Kate Roberts (Public Protection Officer)
Julie Fildes (Committee Officer)

	ACTION
1. Introduction	
1.1 Mandy Beever welcomed all and explained that the meeting provided an informal opportunity for interested parties to submit any comments that would be taken into consideration as part of the review of the Council's Licensing Policy and to raise any other general and relevant queries/questions.	
1.2 MB confirmed that email invitations had been sent to all drivers and operators who had provided email addresses. She also confirmed that Members of the Strategic Licensing Committee had been invited to attend the forums.	
1.3 MB outlined the expected time line for the introduction of the revised licensing policy: <ul style="list-style-type: none">• May – initial report to Strategic Licensing Committee• June 2014 – start of three month consultation period• September 2014 –report to Strategic Licensing Committee• January 2015 – report to Cabinet• February 2015 Council – approval of the revised Licensing Policy• 1st April 2015 – new Licensing Policy comes into force	
1.4 Drivers challenged the timing of the policy review before the details contained in the Law Commission: Deregulation Bill, expected to be published on 23 rd May 2014, were known.	
1.5 MB explained that the Council Policies were scheduled for review every three years. The review of the Licensing Policy had already been postponed due to the expected publication of the Law Commission report on various dates in 2013. It had not been considered feasible to wait further as the	

current policy had limitations which needed to be addressed and resolved. She continued that this was not a new policy but a revision of the existing policy to improve clarity and enforcement powers.

2. Issues Raised in Relation to the Licensing Policy Document

2.1 Removal of Zones

- Drivers were in support of the removal of the zones which they considered restricted their trade and public access to their service.
- It was commented that operators had accepted a single county wide tariff on the understanding that de-zoning of the county would follow.

2.2 Requirement for vehicles older than 9 years to undergo a MOT every 16 weeks

- Drivers' views differed on this point. Whilst some supported the additional vehicle test, others argued that age was no indication of usage and the requirement for additional MOTs should be based on this.
- A driver proposed that the vehicles should have an MOT twice a year or every 15,000 miles, whichever came first.
- MB confirmed that the Council did not have access to DVLA records which confirmed vehicle mileage.

2.3 The driving assessment

- A number of drivers queried the requirement for all drivers to undergo a driving assessment. An operator stated that the DVLA confirmed a driver's competence through the issuing of the Driving Licence. MB replied that this was not always an indication of a sufficient level of competence to carry paying passengers.
- A driver proposed that new drivers should only undertake a driving assessment test if there were concerns regarding their driving ability.
- MB confirmed that there was no formal procedure for appealing against failure of the tests and suggested that the drivers may wish to propose the introduction of an appeals procedure if they were so minded.
- MB confirmed that the driving assessors were qualified

to Level 6 of ADI, whereas most driving school instructors were qualified to Level 5. The appointment and tendering process for driving assessors was discussed.

2.4 The knowledge test

- The drivers requested that the knowledge test should be revised to be more zone specific.
- A driver stated that some of the questions in the knowledge test were ambiguous and poorly worded and requested that they be reviewed.
- MB confirmed that a candidate could only sit the knowledge test three times. A driver complained that the wording of the letter notifying the candidate of failure was insensitive.

2.5 Vehicle signage

- The drivers enquired about the re-introduction of roof signage, and stated that they were in favour of it. Also the re-introduction of plates displayed on the front and rear of the vehicle. This was cited as a matter of driver safety.

2.6 Disabled Access to Hackney Carriages

- MB confirmed that most Hackney Carriages in Shrewsbury were wheelchair accessible.
- The Drivers stated that they did not want this policy adapted across the county as a mixed fleet of cars was more suitable for disabled people. They stated that to accommodate wheel chairs, cars needed to be higher which meant that they were inaccessible to many disabled people and to some elderly customers.

2.7 Access to Officers

- Drivers commented that the policy required that any reportable incident be reported immediately. This was not possible when the incident happened outside office hours. Drivers requested that the policy be re-worded to reflect this.

2.8 Meters

- A driver stated that the policy referred to mechanical meters which were no longer used and did not state that they should be calendar controlled and locked to prevent tampering.

Agreed: That the wording of the test failure notification letter be reviewed.

MB

Agreed: that drivers and operators would forward all suggested amendments on the Licensing Policy to MB for consideration.

**Drivers/
Operators**

3 Licensing Sub-Committees

3.1 MB confirmed that Councillor Steve Charmley was the Portfolio Holder with responsibility for the Licensing function and Councillor Michael Wood was the Chairman of the Strategic Licensing Committee.

3.2 In response to a query MB explained that there was still a Licensing and Safety Sub-committee, although some of its responsibilities had been delegated to the Officer Panel which comprised Licensing Officers and a Solicitor. Drivers were no longer invited to attend the panel in person but had the opportunity to submit written representations. Drivers suggested that all applications should be dealt with by the sub-committee.

3.3 A driver queried the procedure for removing the taxi license from a driver suspected of unacceptable behaviour. MB confirmed that where a complaint was made, the Licensing and Safety sub-committee had recourse to review a driver's taxi licence. She continued that it was difficult to take action where there were no complaints or prosecution and, in such cases, advice had been sought from the local police.

3.5 MB asked that if any Drivers or Operators had evidence of inappropriate behaviour by any driver that they bring this to the attention of the Licensing Team and Police so that action could be taken.

**Drivers/
Operators**

3.5 MB continued that the Licensing Team worked closely with the police and received regular intelligence reports and had undertaken extensive work on safeguarding issues with both officers and members.

3.6 Drivers requested that a secret shopper exercise be undertaken in the town to check that all firms were charging correctly and behaving appropriately.

**MB/
Investigation
team**

4 Taxi Ranks

4.1 A driver asked for information to be sent out to all drivers on the correct operation of the rolling taxi rank in Willow Street. Other drivers disputed that it was a rolling taxi rank, there

was a general discussion regarding its status as a rolling taxi rank, taxi rank or taxi bay.

4.2 There was discussion regarding the siting of additional ranks in the town, including daytime ranks. MB explained that this was a highways department responsibility but she would be happy to act as a coordinator between the highways department, the police and drivers to identify potential additional sites.

4.3 Drivers asked for clarification on private hire vehicles using the rank in Willow Street to pick up and drop off passengers

4.4 It was stated that the Oswestry Town Plan had supported the need for more taxi ranks within the town.

Agreed: that MB would look into the status of the taxi rank on Willow Street and send out information to drivers if necessary.

MB

Agreed: that drivers would contact MB with proposed locations for additional taxi ranks.

**Drivers/
Operators**

5 Taxi Marshals

5.1 In general, the drivers reported a positive experience with the Taxi Marshalls the previous weekend.

5.2 A driver asked that it be made clear to the marshals that the driver of the vehicle made the decision on who was carried and requested that the marshals obtain the driver's consent before helping passengers into the vehicle.

MB

6 Progress with On-line Applications and Payments

6.1 MB advised that the Council was in the process of changing its computer systems to allow on-line applications and payments, but the Information Commissioners Office had caused this to be postponed pending the introduction of further security steps to the software application. The launch date for this service was still to be announced.

6.2 Operators were reassured to hear that the on-line system would run alongside the traditional application methods.

7 DBS Update Service

7.1 MB confirmed that this service was not yet running in the County and drivers still needed to apply for the DBS as part of the application process.

7.2 In response to a query MB stated that DBS appointments for applicants were offered on one day a week, this would be increased according to demand. She confirmed that the license was only issued once the DBS response had been received and it was not possible to give a definitive timescale for this.

7.3 A driver stated that Powys had already adopted the DBS update service and applications were processed in a matter of days. He urged Shropshire Council to follow suit.

8 Licensing Staff Provision for Zone 3 Oswestry

8.1 MB confirmed that licensing officer, Kate Roberts, was based in the Oswestry office every day except Wednesdays. She was able to offer appointments for licensing matters on Thursday mornings.

8.2 MB stated that from 1st May licensing enforcement would be controlled by the Council's Investigation Team, formerly Trading Standards.

9 Greater Transparency within Licensing Fee Calculations

9.1 In response to a question on the setting of fees MB confirmed that licensing fee levels were based on a detailed analysis of costs that had been undertaken in 2013. She also confirmed that it was not Shropshire Council's intention to make profit from the fees charged, but the costs of the service needed to be covered.

9.2 MB continued that the renewal process had an additional step which was the reason for the higher cost of renewals.

9.3 An operator complained that the Licensing fee was charged at the start of the application procedure and this might be six weeks before the application was granted. He asked if this could be revised or a discount given for early payment.

10 Hospital Contracts

10.1 The drivers maintained that since the awarding of the Hospital contract to provide transport services to the Gobowen Hospital the legislation relating to Licensing had changed and drivers were working without licences contrary to the law. They asked that advice be sought from the Council's Solicitors and Strategic Licensing Committee on this matter.

11 Future Consultation

- 11.1** Drivers asked for the introduction of a twice yearly newsletter and annual Taxi Forum.