

Annex B: Part 1

Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026

Zoom Meeting with Taxi Trade-Notes

19th May 2021 11am

Attendees:

Peter White Operator & driver

Mark Knowles Driver

Janine Hitchcock and Abbas Ghani operator & driver

Mr Tilak Rana

Hassan Ahmed

Mr Tamang Bambahdur

Wendy Moffat

Councillor R Bates

Officers:

Frances Soper- Environmental Health and Licensing Manager

Paula Barnshaw- Senior Licensing Officer Helen Lolley- Project Officer

| Name | Comments on Policy. Including Response | Relevant page/ Paragraph of Policy | Policy Amended Y/N | Notes: |
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| Peter White | <p>Comment (C):Driver Display badge on the dash board. What are you proposing?</p> <p>Number of drivers have concerns regarding damage to car/ dashboard.</p> <p>Answer (A): We will provide a stand and badge (equivalent of badge currently in the window) Badge will be provided by VIP Opted for dashboard option as this is unlikely to be damaged as a result.</p> <p>C: Vehicle Requirements- 4 seats no more than 8. What about the future of electric vehicles?</p> <p>Why limit number of seats now? – In future may want to use for example a Smart Car for say short journeys.</p> <p>A: Will take on board all of your comments – will amend policy where appropriate.</p> | <p>6.1</p> | <p>N</p> <p>Y</p> | <p>Intend to rationalise sign/ badge requirements. Big Face Badge requirement to remain in Policy – as this is an important safety requirement. Way of attaching and form of badge will be reviewed with input from trade.</p> <p>Paragraph amended – see policy.</p> |

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| | <p>C: Windscreen tint- some windows tint allowing visibility of passengers 20m away- Is this opinion based?</p> <p>A:</p> <p>C: Right –off vehicles- there may be cases where vehicle is written off due to low value against cost of repair. Category D write-offs- where due to high mileage vehicle has low value.</p> <p>A: This is aimed at preventing cheap vehicles from being used as Taxis</p> <p>C: When making an application, vehicle must be inspected- are there any plans to increase number of approved local MOT centres?</p> <p>A: Not at the moment – but will look at it in the future.</p> | 6.1 | Y | Paragraph has been amended. |
| Abbas and Janine | <p>Comments are on similar vein to Peter's:</p> <p>C: Dashboard badge – Why not incorporate information on current disc? Allow for slotting it into disc holder.</p> | | | |

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| | <p>A: Disc needs to be visible to passenger in the back of the vehicle. Driver also needs to wear badge.</p> <p>An alternative location for the new badge could be on the back of the head rest.</p> | | | |
| Abbas Ghani | <p>C: Age of Vehicles</p> <p>A: It was agreed at the Licensing Committee on the 29th July that the age restrictions would be temporarily suspended pending the introduction of this new policy.</p> <p>As a result there would be some winners and some losers- however new policy proposes to increase age limits of vehicles to 10 and 12 years.</p> <p>(Separate arrangements apply to new vehicle licence applications)</p> | | | <p>Already covered – temporary arrangements in place. New 10/12 year age limit being proposed.</p> |
| Mr Tilak Rana | <p>C: Mr T advised that at present he was alright – and would email any comments to us.</p> | | | Noted |
| Mr Hassan Ahmed | <p>C: So you are extending age of vehicle that may be licensed to 10 years? (see policy for details)</p> | | | Noted |

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| | <p>A: Yes – that is the proposal.</p> <p>At this stage everyone gave a thumb's up to the extension to 10 years.</p> | | | |
| Mr T Bambahadur | <p>C: I'm ok thanks</p> | | | Noted |
| Wendy Moffat | <p>C: My comments are in 2 parts: Where the proprietor is not the licenced driver – I am in fact an operator do I need to have checks every time? (DBS)</p> <p>A: No as you have an enhanced DBS</p> <p>C: Sub-contracting- regarding requirement to let client know if sub- contracting- where in fact the same service is provided. Do we need to do this?</p> <p>A: Need to keep records of jobs that have been sub-contracted.</p> <p>C: Complaints policy – (not that we have any!)</p> <p>Insufficient information on reporting complaints and what should be included. We have an internal complaints policy – Need to make yours clearer.</p> | 8.14 | | Relates to information on the Council's website which will be reviewed. |
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| <p>Mr Fazal Ghani</p> | <p>C: Thanks for the email link.</p> <p>Idea of Dashboard disc- very good.</p> <p>With regards to identifying Surrey Heath on sign on top of vehicle – this will cost in excess of £65-</p> <p>A: Initial thoughts that you would buy these yourselves. We're not currently considering 'wrapping taxis' just want to make vehicles identifiable as Surrey Heath taxis etc.,</p> <p>(Mr Ghani agreed with this approach- and suggested that in 2019 Guildford BC paid £785 towards cost of wrapping etc.-)</p> <p>C: Would like SH to pay towards cost of wrapping- rather than the proprietor.</p> <p>A: Will take suggestion on board but no plans at moment to wrap vehicles as expensive.</p> <p>C: Would we ban Uber?</p> <p>A: Not a decision we can make.</p> <p>C: Can Taxi fares go up? - they haven't gone up for some time.</p> | <p>7.5.1</p> | | <p>Requirement has been removed.</p> <p>Not applicable – as no plans to wrap vehicles.</p> <p>Unable to – Uber licensed by TFL.</p> <p>Part of a separate report.</p> |
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| | Can we have a plug in charging point at taxi Rank? | | | Comments to be forwarded to Climate Change group. |
| General | All gave a thumbs up to BIG Face Badge. Concern expressed over the anticipated size of the badge. | | | Noted |
| Councillor R Bates | From Council's perspective: Do want to hear what you want to say. Uber – this is a continuing issue – we will continue to meet with them. We are limited in what we can do on a practical level. Climate Change- Charging of vehicles while you wait- Will take this suggestion forward to the Chair of the Climate Change Group, Encourage you all to put any comments in writing. | | | |
| Peter White (part 2) | C: Why is there a difference between the MOT requirements for Taxi and PH vehicle | 6.5 | Y | Policy to be amended to ensure |

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| | <p>when making an application? There is added cost for Taxis as a result</p> <p>A: Unsure of reason – will review requirement.</p> <p>C: Need greater clarity</p> <p>C: Exceptional Vehicle criteria- yes if vehicle is OK-</p> <p>A: Would look at vehicle maintenance history- e.g. has it failed say 3 MOT's, it builds up history of vehicle maintenance.</p> | 7.1.2 | <p>Y</p> <p>N</p> | requirements are consistent. |
| General | <p>Mr Ahmed – liked idea of Dashboard sign, but not wrapping vehicles.</p> <p>Mr Ghani – likes 10 year licensing.</p> | | | |
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Notes: Helen Lolley

Helen.lolley@icloud.com

26th May 2021

Updated 28th June

Annex B: Part 2

Hackney Carriage (Taxi) and Private Hire (PH) Licensing Policy 2021-2026

Zoom Meeting with Taxi Trade-Notes

1 June 2021 11am

Attendees:

Imran Quasid

John Thompson

Mr Nazeer

Tony Mannon

Gavin Watson

Mr Ghani

Mr Khatana

Kamal Uddin

Shakeel Raja

Councillor R Bates- Chairman of the Licensing Committee

Councillor Dan Adams- Vice Chairman of the Licensing Committee

Officers:

Paula Barnshaw- Senior Licensing Officer

Helen Lolley- Project Officer

| Name | Comments on Policy. Including Response | Relevant page/ Paragraph of Policy | Policy Amended Y/N | Notes: |
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| Councillor Bates | <p>Welcomed everyone to meeting.</p> <p>Reinforced that we want their opinion on the policy. Good, Bad or Indifferent.</p> <p>We have already received a number of helpful comments.</p> <p>We need a policy that works for the next few years</p> | | | |
| Mr John T | <p>Comment(C): Most of recommendations seem fine to me.</p> <p>However it's not a level playing field as other companies – such as Uber are operating within the borough. They are not regulated by you.</p> | | | <p>This is outside the remit of our Taxi licensing Policy – May be considered separately.</p> |

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| | <p>Need consultation with TFL rather than Uber as they licence Uber.</p> <p>If they are operating illegally they are operating illegally.</p> <p>Drivers shouldn't be allowed to operate in our area</p> <p>Answer (A) - Uber are aware that there is a problem in the area. Uber drivers are an issue – there has been talk of geo fencing our area.</p> <p>Councillor Bates confirmed he agrees with a lot of what is being said.</p> <p>Uber is licensed by TFL not by SH – can work within the Borough.</p> <p>TFL enforce the conditions on their licence– therefore may need to report problems to them.</p> <p>Hart and Rushmoor – lie outside geo fencing – so not a problem there.</p> | | | |
| <p>Mr Imran Q</p> | <p>C: Electric vehicles are very expensive. There needs to be a regular review – cost wise</p> | | | <p>Noted</p> |

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| | A: This is a live document which we will keep under review. | | | |
| Mr Naseer | C: I don't know everything – I Can't make comment. | | | Noted |
| Mr Tony Mannon | <p>C: Why won't we be allowed to have meters in Private Hire vehicles?</p> <p>Seems unfair – e.g. for a trip Windlesham to Cobham – PH would say charge £6 pre-booked fare but a Taxi can charge up to say £12 .</p> <p>A: Currently the meter wouldn't be engaged as it is a PH pre-booked journey.</p> <p>Taxis are dual licenced.</p> <p>It will make is simpler for passengers. PH need to be pre-booked and fare needs to be agreed in advance.</p> <p>C: Driver of an S class Mercedes. Plate Exemption criteria- 80% of work in this area to allow exemption</p> | <p>7.4.2</p> <p>7.17</p> | <p>Y</p> | <p>Policy revised – clear that this proposal was of concern to a number of Drivers/ Operators. As a result we have deleted the proposed removal of metres from PH vehicles from the Policy.</p> <p>Consideration will be given to temporary removal</p> |

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| | <p>The work isn't here at the moment we need to take work where we can find it – don't want to arrive at wedding with plate on car.</p> <p>80% is difficult to achieve in current climate</p> <p>A: What would you consider to be a fair proportion to allow plate exemption?</p> <p>C: Need to set criteria. Including certain types of cars and requiring square badge on windscreen (similar to those used in Rushmoor)</p> <p>Review 80% requirement</p> <p>C: Surrey Heath DBS check why is this different to SCC?</p> <p>A: SCC – checks children's list SH checks both children and vulnerable adult lists. Criminal convictions go back 10 years.</p> <p>It is worth subscribing to the DBS updating service.</p> | | <p>of exemption – depending on the economic climate.</p> <p>If vehicle is to be used without the benefit of exemption – it must have a plate on the vehicle provided by SH.</p> <p>Depending on financial climate may review 80% requirement.</p> <p>Now a mandatory requirement – overcomes some of the concerns raised</p> |
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| | | | | with respect to DBS checks. |
| Mr Gavin Watson | <p>C: works in a number of Boroughs RBC/Hart / SH.</p> <p>Will vehicles still need to be waiting outside Borough? Referring to Frimley Park Hospital.</p> <p>A: Parking on private land – with agreement from the NHS.</p> <p>C: Taxi receipts- use of pda – email receipts- Is it the same?</p> <p>A: Yes- will need to update Policy to reflect this.</p> <p>C: Roof lights on taxis- adding SH</p> <p>A: Wrapping of taxis has not been suggested but we would like to distinguish SH taxis.</p> <p>C: I have similar views to Tony- we need fair payment.</p> | <p>7.6</p> <p>7.5.1</p> | | <p>Receipts can be hand written see Policy.</p> <p>Requirement removed.</p> |

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| | <p>Suggest PH have 'pre- book' only on side of vehicle- Either as a magnetic or permanent sign.</p> <p>Taking meter out of PH vehicles allows them to print money.</p> <p>Wheelchair Classification – where is this found?</p> <p>A: On V5 form.</p> <p>C: Dress Code?</p> <p>A: Smart Casual.</p> | | | <p>To be given further consideration – it may be something the trade would want to introduce.</p> <p>No change here- Professional appearance recommended.</p> |
| <p>Mr Ghani</p> | <p>C: I came to last one too – Please see email response.</p> <p>Can you authorise PH drivers to work for SH and Uber as well? This would allow me to earn money if I visit family in Birmingham.</p> <p>Wrapping of vehicles - at GBC costs £110/ driver. I have no objection to this.</p> | | | <p>Uber licensed by TFL – Ok to hold both licences.</p> <p>Wrapping not being considered.</p> |

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| | If licensed for up to 10/12 years want Council to keep meters in PH. | | | Agreed. |
| Mr Khatana | <p>C: We are a small operator with 2 drivers. It can be difficult to price journeys – so stick to meters.</p> <p>For those with 3 year licences who have accident or become unwell – need to consider refunding remaining portion of licence.</p> <p>Licensed drivers parking up where they shouldn't – needs enforcement.</p> <p>Big Face Badge- Don't need another badge on dashboard.</p> <p>Roof Lights – why do we need another sticker?</p> <p>Wrapping not needed.</p> <p>Cars will get marked and scratched – it happens.</p> | 7.4.2 | | <p>Agreed.</p> <p>Will be considered on a case by case basis- Licence fee covers cost of administering Licence.</p> <p>Concerns should be referred to our Parking team- for possible enforcement.</p> <p>Requirement removed.</p> <p>Not being considered.</p> |

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| | <p>Age of Vehicles – agree with extension to 10 years.</p> <p>Suggest change to 5 years for first licence.</p> <p>Leave meters in PH – plans can change- Journey may change – with passenger just wanting to go shorter distance.</p> <p>Can driver change route? - easier if meter on board. Can driver fix price?</p> <p>Uber/ TFL are building customers. here</p> <p>A: We will take comments on board when updating Policy and amend if appropriate.</p> <p>We do get complaints – it is important that the passenger can identify the driver. If we have a Face Badge passenger can identify driver.</p> | | | <p>We are planning to leave as existing but will monitor effect of this requirement- against number of applications affected and improved technology – We are however seeking continual improvement in our fleet.</p> |
| Mr Kamal Uddin | No comments | | | |

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| Mr Shakeel Raja | Fully support | | | |
| Councillor Bates | <p>In response to discussion Councillor Bates made the following observations:</p> <p>Uber: this was raised at the last licensing Committee in March – We will however take on board the wider issues.</p> <p>A transcript/ recording of the meeting can be found-</p> <p>Cross-border – We don't need to be the same as RBC/ Hart etc. If there are however areas where we are harsher it would be useful for us to know the details.</p> <p>Taxi Policy- Put any further comments or suggested changes in writing via email. This would be useful as Councillors will be able to review them.</p> | | | |
| NOTE | There was general unrest amongst those attending the meeting with regards to the | | | |

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| | <p>presence of Uber vehicles in the Borough and the impact this is having on the trade.</p> <p>It was suggested that this would be considered as a separate issue- outside of the zoom meeting.</p> <p>In general these concerns does not affect the review of the Policy.</p> | | | |
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Notes – Helen Lolley

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Draft: 9th June

Updated 28th June