



*Castle House
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Wednesday, 2 March 2022

Chairman: Councillor Mrs R Crowe

Vice-Chairman: Councillor R White

Members of the Committee:

Councillor L Brazier

Councillor Mrs B Brooks

Councillor S Carlton

Councillor M Cope

Councillor P Harris

Councillor R Jackson

Councillor Mrs S Michael

Councillor Mrs S Saddington

Councillor T Thompson

Councillor I Walker

Councillor K Walker

Councillor T Wildgust

Councillor Mrs Y Woodhead

MEETING: General Purposes Committee

DATE: Thursday, 10 March 2022 at 6.00 pm

**VENUE: Civic Suite, Castle House, Great North Road,
Newark NG24 1BY**

**You are hereby requested to attend the above Meeting to be held at the time/place
and on the date mentioned above for the purpose of transacting the
business on the Agenda as overleaf.**

If you have any queries please contact Helen Brandham on helen.brandham@newark-sherwooddc.gov.uk 01636 655248.

AGENDA

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| PART 3 - STATISTICAL AND PERFORMANCE REVIEW ITEMS | |
| 10. Update on Performance and Enforcement Matters | 75 - 77 |
| PART 4 - EXEMPT AND CONFIDENTIAL ITEMS | |
| 11. Exclusion of the Press and Public | |
| <p>To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.</p> | |
| 12. Minutes of Hackney Carriage/Private Hire Driver's Sub-Committee (21.12.21) | 78 - 82 |
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NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **General Purposes Committee** held in the Civic Suite, Castle House, Great North Road, Newark NG24 1BY on Thursday, 11 November 2021 at 6.55 pm.

PRESENT: Councillor Mrs R Crowe (Chairman)
Councillor R White (Vice-Chairman)

Councillor Mrs B Brooks, Councillor S Carlton, Councillor P Harris, Councillor R Jackson, Councillor Mrs S Saddington, Councillor I Walker and Councillor T Wildgust

APOLOGIES FOR ABSENCE: Councillor L Brazier (Committee Member), Councillor M Cope (Committee Member), Councillor Mrs S Michael (Committee Member), Councillor K Walker (Committee Member) and Councillor Mrs Y Woodhead (Committee Member)

17 DECLARATIONS OF INTERESTS FROM MEMBERS AND OFFICERS

NOTED that no Member or Officer declared any interest pursuant to any statutory requirement in any matter discussed or voted upon at the meeting.

18 DECLARATION OF ANY INTENTION TO RECORD THE MEETING

The Chairman advised that the proceedings were being recorded by the Council and that the meeting was being livestreamed and broadcast from the Civic Suite, Castle House.

19 MINUTES OF THE MEETING HELD ON 2 SEPTEMBER 2021

Minute No. 12 – Satisfaction Surveys for Taxi Users and the Taxi Trade

It was reported that the response to the above survey had been disappointing. Members were requested to encourage their constituents to participate in the Survey if possible.

AGREED that the Minutes of the meeting held 2 September 2021 were a correct record and signed by the Chairman.

20 FORWARD PLAN (DECEMBER 2021 TO NOVEMBER 2022)

AGREED (unanimously) that the following items be added to the Forward Plan:

- (i) Review of Taxi Fares (*This was put forward for inclusion following the recent increases in the price of petrol and diesel.*)
- (ii) Attendance by Representative of the Gambling Commission.
- (iii) Inspection of Taxis/Night of Action for Taxis
- (iv) Satisfaction Surveys for Taxi Users and the Taxi Trade – verbal update on comments in relation to the Kirkgate Taxi Rank.

21 REVIEW OF STATEMENT OF GAMBLING POLICY - CONSULTEES RESPONSE

The Committee considered the report presented by the Business Manager – Public Protection which sought to provide Members with the consultation feedback of the Review of the Gambling Policy together with onward recommendation to full Council for adoption of the Statement of Gambling Policy.

The report set out that the Policy must be reviewed at least every three years and that the Council were responsible for issuing premise licences for gambling premises, issuing permits in respect of gaming on licensed premises and for registering small society lotteries. The Council were not responsible for licensing operators or individuals concerned in carrying out the business as they were licensing by the Gambling Commission and subject to stringent statutory controls.

It was noted that since the adoption of the original Statement in 2006 the Council had considered a resolution under Section 166 of the Gambling Act 2005 not to issue any premise licenses for casinos. This had again been agreed by full Council in 2018.

Appendix 1 to the report set out the responses received to the review, with paragraph 4.2 of the report noting that the low response would appear to be indicative of the low level of general concern with this particular licensing function.

In considering the report a Member raised concern as to the issue with online gambling. The Business Manager advised that this was regulated by the Gambling Commission with the Chairman requesting that a representative be invited to a future meeting of the Committee to discuss the issue.

AGREED (unanimously) that:

- (a) the consultee responses be noted and that the draft Statement of Gambling Policy be supported and forwarded to full Council for approval; and
- (b) full Council be recommended to renew the 'no casino' resolution as referred to in paragraph 3.0 of the report.

22 SAFEGUARDING ISSUES AND TAXI DRIVERS

The Committee considered the report presented by the Business Manager – Public Protection which sought to provide Members with an update on the steps taken to increase safeguarding controls for taxi drivers within Newark & Sherwood.

The report set out the measures agreed in 2015 to ensure that robust safeguarding measures were in place, details of which were reported in paragraph 3.0 of the report. It was noted that some of these consisted of face to face training with Licensing Officers but that due to the pandemic this had not been possible. This had resulted in a backlog of drivers who required the training. It was further reported that dates for training sessions had been set, now that restrictions were lifting and that drivers who had not yet undertaken the training would be issued with reminder letters. It was likely that the sessions would commence in January 2022.

AGREED (unanimously) that the report be noted.

23 UPDATE ON PERFORMANCE AND ENFORCEMENT MATTERS

The Committee considered the report presented by the Senior Licensing Officer which provided members with activity and performance of the Licensing Team which included details of current ongoing enforcement issues.

Information contained within the report related to the number of applications for grants and renewals of licences for Hackney Carriage; Private Hire; and Ambulance Drivers together with those for Hackney Carriage and Private Hire Vehicles. A note of ongoing enforcement activity was also listed with information as to what action had been taken to-date.

In considering the report, a Member noted that statistical information had previously been supplied in relation to the number of inspections carried out and any issues arising therefrom. The Business Manager – Public Protection advised that during the pandemic there had been little activity with taxis as there had been no night time economy. He added that there was a programme of inspections scheduled and that Officers were looking to carry out a 'Night of Action' for taxis.

AGREED (unanimously) that the report be noted.

Meeting closed at 7.10 pm.

Chairman

Forward Plan of the General Purposes Committee Decisions from 1 April 2022 to 31 March 2023

This document records some of the items that will be submitted to the General Purposes Committee over the course of the next twelve months.

These committee meetings are open to the press and public.

Agenda papers for General Purposes Committee meetings are published on the Council's website 5 days before the meeting <http://www.newark-sherwooddc.gov.uk/agendas/>. Any items marked confidential or exempt will not be available for public inspection.

| Meeting Date | Subject for Decision and Brief Description | Contact Officer Details |
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GENERAL PURPOSES COMMITTEE

10 MARCH 2022

REVIEW OF THE VEHICLE AGE POLICY FOR HACKNEY CARRIAGE & PRIVATE HIRE VEHICLES.

1.0 Purpose of Report

- 1.1 For Members to consider changes to the Council's vehicle age policy in respect of licensed Hackney Carriage and Private Hire vehicles.

2.0 Background

- 2.1 The Council's Hackney Carriage & Private Hire Policy sets out the specification that vehicles must meet in order to be considered for licensing. One of the criteria relates to the age of the vehicles. The Policy has always sought to strike a balance between the cost to the drivers of replacing vehicle and that have having modern taxi fleet to service the needs of taxi using population of Newark & Sherwood.

- 2.2 The vehicle age policy was last considered by Committee in 2015. The Policy agreed at that time was:

For all Private Hire vehicles the following age limits will apply:

vehicles must be under four years of age when first licensed and not over 8 years of age on renewal.

For all Hackney Carriage vehicles the following age limits will apply:

vehicles must be under four years of age when first licensed and not over 8 years of age on renewal. A purpose built or wheelchair accessible hackney carriage must be under seven years of age when first licensed and not over 12 years of age on renewal

- 2.3 A number of representations have been received from the taxi trade expressing concern over the current Policy. The concerns are threefold. Firstly the pandemic has had an enormous impact on the public demand for taxis. The closure of retail and hospitality and the minimisation of travel to venues such as schools, colleges and hospitals has reduced the demand and therefore there has been a shrinkage in the taxi fleet and very little work to support those that have continued to ply their trade.

- 2.4 Secondly, the cost of second hand vehicles has increased over the past two years and this is causing concern as to the affordability of replacing vehicles when they remain in good condition but have passed the age limit of our Policy.

- 2.5 The final element of concern expressed in the representations received was the disparity between the requirements of our Policy and those of the County Council. Some of the licenced drivers within Newark & Sherwood also undertake contracts for the county council. The county have a vehicle age requirement for these contracts of 10 years old on renewal. Our drivers have questioned why the two are not compatible.

- 2.6 In order to better understand whether the concerns of the trade could be addressed discussions have taken place with the Council's Transport Manager. He oversees the testing of our taxi fleet at the Council's depot. He is of the opinion that the improved materials used and the quality of construction of modern day cars, is such that our current age policy could be amended without any detriment to the quality of the fleet.
- 2.8 In order to provide Members with as much information as possible an exercise was undertaken to benchmark the NSDC age policy with that of other local authorities. The table at **Appendix A** sets out the comparisons.
- 2.9 An informal consultation exercise has also been undertaken with the taxi trade to seek their views on any potential changes to allow Members to understand their view point. The detailed comments are attached as **Appendix B**. However, in summary the trade are very much in favour of a relaxing of the age policy. They see this as one way of reducing their costs during the tough times they are facing.

3.0 Proposals

- 3.1 There are compelling reasons why the age policy should be reviewed based on the current second hand car market, the challenges to the taxi trade and the general improvement in vehicle quality.
- 3.2 It is proposed that the age policy should be amended as set out below.

All vehicles must be under nine years of age on first registration and not over 10 years old on renewal. Vehicles over 6 years of age that fail the licensing vehicle test on structural damage or a major mechanical issue will not be licensed.

A purpose built or wheelchair accessible vehicle must be under nine years of age when first licensed and not over 12 years of age on renewal

4.0 Equalities Implications

- 4.1 There are no equalities implications arising from this report.

5.0 Financial Implications

- 5.1 None from this report

6.0 Digital Implications

- 6.1 There are no digital implications arising from this report.

7.0 RECOMMENDATION

That the Council's age policy for Hackney Carriage Vehicles and Private Hire Vehicles be amended to as follows:

All vehicles must be under 9 years of age on first registration and not over 10 years old on renewal. Vehicles over 6 years of age that fail the licensing vehicle test on structural damage or a major mechanical issue will not be licensed.

A purpose built or wheelchair accessible vehicle must be under 9 years of age when first licensed and not over 12 years of age on renewal

Reason for Decision

To ensure that the vehicle age policy reflects the current used car market conditions and supports the taxi trade.

Background Papers

NSDC Hackney Carriage & Private Hire Policy

For further information please contact Alan Batty on Extension 5467.

Matthew Finch
Director – Communities & Environment

| Council | Hackney or Private Hire Vehicle | Age Policy | | Notes |
|---------------------------------|---------------------------------|---|--|--|
| North Kesteven District Council | HC + PH | New vehicles cannot be over 7 years old. | Vehicles are licenced until 10 years old. | |
| South Kesteven District Council | HC + PH | New vehicles must be less than 5 years old. | Vehicles are licenced until 10 years old. | To support the provision of disabled accessible vehicles (including purpose built vehicles) and encourage the uptake of hybrid, ultra-low and zero emission vehicles (including plug in hybrid, electric and Hydrogen fuel cell), the renewal age for these vehicles is extended to 12 years. |
| Lincoln City Council | HC + PH | No age limit | No age limit | All vehicles must meet at least Euro IV emission standards if second hand or at least Euro V emission standards if a new vehicle. Hackney Carriages shall be either of London Cab style made by LTI or Metrocab, or a suitable Large M segment multi-purpose vehicle MPV class as defined by the European Commission. |
| Nottingham City Council | PH | New vehicles must be 4 years old or under. | Vehicles are licensed until 10 years old. | Vehicles over 3 years will have 6 monthly MOT inspections. They have a list of approved vehicle models. |
| | HC (All wheelchair) | New vehicles can be no older than 6 years of age. | Vehicles are licensed until 10 years old unless vehicle is in Exceptional Condition, checked by an authorised officer. | Vehicles over the age of five will be subject to 6 monthly MOT inspections. They have a list of approved vehicle models. |
| Bassetlaw District Council | HC + PH | New application no more than 5 years old. | Vehicles are licensed until 10 years old. | Over 5 years tested 6 monthly Both age policies can be extended if vehicle is in Exceptional Condition as defined by the Licensing office. |
| Ashfield District Council | HC + PH | New vehicles must be less than 5 years old. | No vehicle licence will be renewed on any vehicle that is of 12 years of age or more. | |
| Mansfield District Council | HC | New applications will only be considered if the vehicle is less than 1 year old. | Replacement non wheelchair-accessible hackneys must be newer than 4 years. There is no upper age limit on existing vehicles. | New and replacement hackney carriage licences will only be issued to wheelchair accessible vehicles. A Supplementary Test must be passed every 12 months. For vehicles over five years of age, a Supplementary Test must be passed every 6 months. The test must be completed no more than 4 weeks before the date of expiry of the current licence. Special Event Vehicles shall not be older than 7 years. |
| | PH | New Private Hire Vehicles must be no older than 4 years old. | There is no upper age limit on existing vehicles. | |
| Broxtowe Borough Council | HC + PH | New licences will not be issued to vehicles that are more than 5 years old. | Vehicles are licensed until 8 years old. Wheelchair accessible vehicles are licensed until 10 years. | Vehicles under 5 years old are issued an annual licence When a vehicle has reached the age of 5 years it will be licensed on a six monthly basis. Applications for Exceptional Conditions test are allowed. |
| Gedling Borough Council | HC + PH | A new licence will not be issued to any vehicle over 6 years of age. | No mention | Vehicles will be licensed for 12 months if they are under 3 years old and have done under 36,000 miles. Vehicles will be licensed for 6 months if over 3 years old. |
| Rushcliffe Borough Council | HC + PH | | Licensed up to 12 years old (licence issued up to this age and will not exceed it) 14 years for minibus type vehicles which are wheelchair accessible | |
| | HC | Hackney Carriages a 12 month licence will be issued for vehicles under the age of seven years. | Hackney Carriages older than seven years old on the day that licence is granted will only be granted a 6 month licence. | |
| | PH | Private Hire vehicles will be issued with a 12 month licence, for vehicles under the age of five years. | Private Hire Vehicles older than 5 years old will only be granted a 6 month licence | |

| Council | Hackney or Private Hire Vehicle | Age Policy | | Notes |
|----------------------------|---------------------------------|--|--|---|
| Wolverhampton City Council | HC | New applications can only be made for new vehicles, with no more than 500 delivery miles. | Vehicles under 10 years old are issued with an annual licence. Vehicles aged over 10 years are given a 6 month licence. | There is an Exceptional Condition Assessment for Hackney Carriage Vehicles aged 16 years or more. List of approved HC vehicle models |
| | PH | The vehicle must be no older than 11 years and 6 months (vehicles are not plated past 12 years). | | |

| Name | Comments |
|------------------------------|--|
| Adam Sparks | <p>Hi,</p> <p>I'm response to the previous email regarding the taxi age policy:</p> <p>Personally due to the inflation in price of second hand cars currently, I think the policy should be reduced slightly. In my opinion newer cars are smarter taxis and allow for a more luxurious experience as a taxi service, however the current price of cars and the market means that cars 4.5 years old or newer are becoming harder and harder to obtain and purchase, especially for companies like us.</p> <p>I believe it should be met at a compromise and reduced to 6.5/7.5 years to allow companies and solo drivers to have a better chance of keeping alive, as this will make it more affordable to obtain and replace cars when necessary.</p> <p>Also I think being 4.5 years, you might find that some people are looking elsewhere at other councils (Wolverhampton) as the policies are a lot less strict, therefore if there was a reasonable compromise on the ruling I believe you would keep and even possibly attract more NSDC Hackney/Private hire drivers.</p> <p>Kind regards Adam sparks Yellow Cabs Ltd.</p> |
| Anthony Corbett BN Gibson | <p>Thank you for your email below and asking for license holders comments and views.</p> <p>Due to the economic planning required to ensure a financially viable business is sustainable over multiple years, any proposed decrease in the current issue of initial licenses of 7 years to below 7 years or a proposed decrease from the maximum license issue of 12 years to less than 12 years, would have a severe adverse effect on our economic sustainability. COVID-19 has reduced our fleet mileage, therefore reduced the financial income compared to the commercial forecast. Over the period of present licensing we will have had far less income than in previous years. During this time the vehicles have had less mileage but have still had the incurred costs of vehicle badging, vehicle tests & MOT's.</p> <p>Moving forward the cost of new & used vehicles have increased considerably during this time which will have a huge impact on our costs moving forward which may restrict the services we are able to offer the community leaving substantial holes in the Council's service to an already stretched care sector. This is also not helped by the considerable length of time it takes, and considerable costs, to get our care workers badged, again whilst receiving minimal income over the last few years. All these continued costs with minimal income will affect our long term sustainability if things are not</p> <p>If a proposed increase in the current issue of initial licenses of 7 years to 7 years+ or a proposed increase from the maximum license issue of 12 years to 12 years+, this would enable us to continue utilising our current fleet with considerably less mileage than forecast. The fleet have incurred continued costs of badging, vehicle tests & MOT's during a time when they have not been able to create an income for the company, and we feel they will continue to be a sustainable fleet well over the current 12 years based on the strict testing carried out every 6 months by the Council.</p> <p>We hope you take our concerns into consideration when deciding on the future of our company and the service it provides, and other company's supplying transport to the care industry, to those vulnerable people most in need of support.</p> <p>Many Thanks, Anthony Corbett Director B.N.Gibson Ltd</p> |
| Aura Journeys | <p>Good Morning Team, thank you for the email. Please find out thoughts below;</p> <p>4.5.1 – We find the current policy to be a good balance, we appreciate not all providers cannot purchase new vehicles. There does need to be a balance though to ensure Safety and Standards are kept high. We would NOT be in favour of allowing Older vehicles to be registered, Newark & Sherwood have a fleet of good quality vehicles compared to neighbouring districts. The focus should be directed towards bringing the Tariffs in line to allow the operators opportunity to keep their vehicles within the current rules.</p> <p>Our stance would be firmly against relaxing the age limit, we are proud to be licensed by NSDC and feel it keeps the quality of service high which reflects well on the area. We are sure that if the rules are relaxed you will see further vehicles failing tests and poor feedback from the passengers.</p> <p>Kind Regards Admin Team</p> |
| Carl Warren | <p>Hi my name is Carl Warren from All-wayz Travel my thoughts are that with vehicles are being made of better materials and lasting longer and while they have a valid MOT to say they are safe they should be allowed to continue being used or given a age of at least 15 years. If not then taxi firms will register with other councils that have longer lifes on vehicles.</p> <p>Carl Warren Partner in All-wayz Travel</p> |
| Christopher Carlin | <p>I believe that the vehicle age restrictions currently in place should remain as they are</p> <p>My reasoning is because as vehicles get older they are falling lower in safety ratings as opposed to newer technologies</p> <p>Also vehicles that are older despite mileages have more chances of the likes of airbags failing to deploy</p> <p>Also older vehicles are more likely to have higher carbon footprint as they reach a higher age and mileage</p> <p>The only way I would like to see the age been increased is on the likes of fully electronic vehicles as that would promote the taxi industry to take a greener route and be less polluting to the local towns and villages</p> <p>Maybe some sort of incentive could be put in place for the transition from diesel or petrol into fully electric vehicles</p> <p>Kind Regards Christopher Carlin</p> |

| Name | Comments |
|---|---|
| Christopher Carlin additional comments | <p>Hi Nicola/Anna</p> <p>One other thing I believe should be brought to attention is another small increase in the tariffs to go with the current and upcoming inflation as fuel has drastically increased since the last rise and it has been just over 2 years already since the last one</p> <p>I have also had my insurance renewals come through which has also seen a 20% increase and my dad has just had his too which is a 22% increase</p> <p>Also cost of Tyres have increased by 15% compared to last year</p> <p>I only mention these as we really don't want to go 10 years plus like last time before the rates are reviewed</p> <p>Kind Regards Christopher Carlin</p> |
| Damian Bull | <p>Hi In my opinion I think the standard vehicles should be extended to 10 years because the quality of the cause as got better. As long as they pass a current mot and are clean and acceptable inside. And as for when you can Licence a vehicle I don't think there should be an age at all until they are 9 years old obviously as long as they are clean and presentable and pass current mot. I feel this would definitely help small businesses like myself expand without a great expense</p> <p>Many thanks Damien</p> |
| Damian Carlin | <p>Good afternoon,</p> <p>I believe it would be in the best interest with inflation in particular the price market for vehicles going up so high recently to allow new vehicles to be plated at under 5 years old of first registration not under 4 years of first registration.</p> <p>To put this into perspective my vehicle is now valued £5500 more than when I bought it in December 2020 even with the current mileage.</p> <p>As far as the age limit requirements, I believe with the 6 month inspections if the car is road worthy and still looks presentable then extending the age limit by an extra year or possibly 2 years would also be advantageous and I think the majority would still renew there vehicles within the original 8 year age limit anyway.</p> <p>I hope this helps you come to a conclusion in your assessments.</p> <p>Kind regards Damian Carlin</p> |
| Florin Cocut | <p>Dear all</p> <p>My name is Florin Cocut, independent taxi driver in NSDC and as I stated in the questionnaire I think the age of the licence cars it should change 5 years old at first license and no longer than 10 years old. We all know that the NSDC want to keep a decent taxi fleet but the amount of the private hire cars licences in different councils ... they are older than 12 years (DG CARS) Another reason to extend this is that most of the taxi drivers invested a lot in buying not decent but nearly new car and we can run them even more than 10 years. On the top of this we had COVID around and car prices went up a lot. For example if a good car cost 15000£ 5 years ago now cost 20000£.</p> <p>I hope you will consider all my motives for changing the age of the cars license in NSDC</p> <p>Thank you Florin Cocut</p> |
| Florin Zoltan | <p>Newark & Sherwood District Council, should give us a chance to keep taxi jobs as business for us as well, not only for customers, cars retailers, insurances companies and mechanics, and licences!!!</p> <p>Any car should be allowed to provide taxi services with an no older then 10 years old when apply for renewal rule! If the car is in good and safety condition by passing the MOT test. 2 years will give us as taxi drivers or companies to survive and to save money for the new cars. And 5 years old sounds good enough for first application fir taxi licence!!</p> <p>Not many taxi drivers would still be able when finaly the monthly instalments for their taxis are at the end and their cars cannot be sells at the right price because if mileage, to get in to a new payment plan for a new car because if age .</p> <p>Please keep in your mind, that our taxis are well maintained with new parts for sure. And this maintenance it cost money on the top of licence fee, insurance, MOT, fuel and monthly instalments for car finances!!!</p> <p>I really hope that you understand my point of view, and you will take in consideration!!</p> <p>Thank you Florin Zoltan</p> |
| Gniewomir Deba | <p>Good afternoon</p> <p>Regarding taxi age policy I think it should be 5 years on start and no more than 10 year old when taking off license. As prices of cars are very high same as cost of running and wear & tear it's really hard to change cars to often also recent demand for taxis is low and prices are so low as well that is really hard to save enough money to buy new car. If average taxi driver will take finance for 5 years and car at purchase was 3-4 year old (to expensive to buy new one even on finance) that's mean car will have 8-9 year old when finance paid off taking new car again on finance that's mean taxi driver never get out of finance if age would be extended that would give 1-2 years break of finance. That's my thoughts hopefully you'll consider that sample as there is more I could give.</p> <p>Thank You Kind Regards Gee -Gxpress Cars</p> |

| Name | Comments |
|------------|---|
| Helen Gent | <p>My apologies that I couldn't return the statement by 5pm due to a vet emergency at home, but I have got it in on the correct date!</p> <p>I write this statement to be considered and included in the upcoming decision-making process on 10 March 2022.</p> <p>In June-July 2021 I took my taxi exams and gained my personal taxi licence. Unfortunately though, I couldn't register my own 9 seater van as a taxi, because despite it only having done 32,000 miles and being in mint condition, it was 4 years and 5 months old. This meant it feel just 5 months older than was accepted at first registration.</p> <p>So I went to work for Yellow Cabs. There I was driving 5 seater vehicles which had done 250,000 miles and were regularly breaking down literally weekly, whilst my own almost new quality 9 seater was sitting on my drive, unable to be used.</p> <p>This seemed totally asinine. How could a 250,000 mile car at the end of its driving life, and breaking down weekly, be on the road, when my 32,000 almost new van was deemed unsuitable?? The reasoning was very faulty, and somewhere meant the rules were not correctly aligned, in order to work efficiently.</p> <p>So in addition to the £500 I spent on my taxi licence, I now was expected to buy a new car out of my own self-employed pocket. But where was I to find the £23,000 I would need, to replace my own van with the newer 3yr old model? Afterall, I can't get a personal loan if I'm not working yet. (See attached Auto Trader advert)</p> <p>So that was immediately the end of my taxi driving dream. I had to go and with for someone else - Yellow Cabs. I was taking total fares of roughly £120 per 10 hour driving day, and paid 40% commission on that...so I was taking home £48 per day, which for a 10hr shift is £4.80 per hour, and with being self-employed, I would have to pay my pension, sick pay, holiday pay and taxes out of that. You tell me, how is that possible? Now tell me how I use this income to save up to one day buy my own £23,000 under 3 years old taxi cab??</p> <p>It's not possible. This is why there is such a colossal local and national shortage of taxi drivers. Because what fool would work for gross £4.80 per hour. In fact, my best day of takings in the 5 months I worked for YC, was £280 - I had driven a SEVENTEEN hour shift and was exhausted...I earned £112 for my 17hrs of work, and on my 40% commission, had taken home just £6.58 per hour. Quite honestly, that's disgusting; it's wages I'd expect perhaps in an unregulated 3rd world country, but not the UK in 2022. I couldn't afford to either pay my bills or eat, and even though I was a full time working person, working 50-90hrs every week, as a single mum with no benefits, I had to start using a local food bank to be able to always put dinner on the table.</p> <p>In fact the NSDC's rules as they currently stand, are single handedly preventing aspiring taxi drivers from becoming taxi drivers. Because how can ANYone live with sauce a low income that only allows for a life of squalor?</p> <p>I want to work for myself and drive my own very decent, expensive and suitable 9 seater van, it's the ONLY way I can make a decent living - so why can't I? Because NSDC rules are so narrow and prohibitive, that only taxi drivers who can afford to drive almost brand new 3yr old cars, can even break into a taxi driving career, and those, as we know, are few and far between. This is what is creating the taxi driver shortage.</p> <p>So, I propose 1 simple, transparent change; the vehicle age tier system is scrapped, in favour of ONLY ONE simple maximum age rule - that all vehicles must be under 10 years old, upon all registration/licensing, whether first or second registration.</p> <p>Why? Because:</p> <p>A) Disabled taxis are permitted to safely drive on the road until 10 years of age before they must be retired. If a disabled taxi is safe on the road with vulnerable customers at 10 years old, why is any vehicle not safe on the road at 10 years old?</p> <p>Why should cars not registered as specifically disabled, be discriminated against? After all, in my standard 5 door Skoda estate Yellow Cab, I regularly took disabled users and their wheelchairs? I had to - because there aren't enough disabled taxis to go around as many people as need to use them. So disabled people have to make do with standard 'non-disabled' vehicles.</p> <p>Making rules tougher for taxis not registered specifically as disabled taxis literally discriminates against every single disabled service user who has to get a standard taxi, because there cannot get a disabled taxi - because demand for disabled taxis outweighs supply.</p> <p>B) Regardless of the age or mileage of a vehicle, if it passes the relevant council quality and safety checks and MOT, then it is safe to drive FULL STOP. If a car is safely driving at 30,000 or 300,000 miles on the clock and passes it's MOT and checks, then safe is safe.</p> <p>So why then is a 4.5yr old van at 32,000 mileage seemed less safe than a 7yr old car at 250,000 mileage? Why can the YC car be on the road, but my van can't? That doesn't make any sense from a safety aspect.</p> <p>A car that passes the council checks is safe if it passes, regardless of age or mileage.</p> <p>C) Why is a 7yr taxi allowed on the road at all when my 4yr old taxi isn't? Why does it matter how many times it's registered, whether first or second - point is, my van is younger and technically safer than the 7yr old vehicle currently on the road - less likely to break down as frequently and in much better aesthetic condition both internally and externally.</p> <p>D) Why should I be discriminated against and unable to have the chance to drive a taxi, because as a single mum, I don't have the personal wealth to buy a very expensive 3yr old car?</p> <p>By March, my 9 seater van will be 5.2 years old, because it's taken so long for this issue to be debated. Unless the age is one fixed level age of 8/10 years, extending the tiered vehicle age system by just 1 year to 5yrs at first registration, will still make absolutely zero difference to either me or any other assuring taxi driver, and will make no difference at all to your local and national driver shortage.</p> <p>If you want more taxi drivers then let us in, give us a financial chance to even become a driver. Extend one flat age requirement and by the next day, I can add one more VERY MUCH NEEDED 9 seater vehicle to the district's taxi fleet.</p> <p>I would love to attend the meeting, so please tell me details of how I may attend and speak to represent this statement.</p> <p>Many thanks in advance.</p> <p>Kind regards, Helen Gent</p> |
| Ian Orgill | The NSDC policy of 8 years maximum age at renewal is ridiculous when other licencing authorities nearby allow 10 years. There should be a national standard for all authorities to follow. |

| Name | Comments |
|--------------|--|
| Lee Dawkin | <p>Hi, thanks for the email.</p> <p>I understand the initial reasoning when the policy was changed saying vehicles must be under 4 years old when first registered and not over 8 on renewal.</p> <p>The idea of maintaining higher standards with newer vehicles is good in theory but sadly in reality this does not work.</p> <p>As a NSDC licence holder I abide by the policies like most of the local Taxi operators but I feel the current policy works to our disadvantage.</p> <p>As you are aware for the last few years Newark has been over-run with Private Hire vehicles which are licenced elsewhere and operating under a 'legal loophole' to do local taxi jobs.</p> <p>None of these vehicles have to operate to the same age policy as we do.</p> <p>Any vehicle regardless of age is only as safe as its last MOT and Taxi test and as these checks are carried out at the NSDC Depot there should be no problem ensuring all licenced vehicles are safe and clean and of a suitable condition to do the job required.</p> <p>I can understand the need for saying there must be a cut off age when a vehicle is deemed to be to old, but I feel there is no logic in the first registration age.</p> <p>That should be left to the individuals choice and financial circumstances.</p> <p>It is my intention to renew my vehicle in the next year. Under the current policy I will have to buy a vehicle under 4 years old at great expense which will be doing the same job as many of the Private Hire drivers who are operating much older cars.</p> <p>To me that does not seem right and the fact they are not even locally licensed it really does go against the grain.</p> <p>I have built my business over the last 8 years on quality of service and have many loyal customers. The age of my taxi has never been a relevant issue.</p> <p>Kind Regards Lee Dawkin.</p> |
| Marius Iacob | <p>Good morning, regarding this matter, on my opinion the vehicles should be under five years old on first registration and how long they pass an MOT test should be kept as a taxi until get to twelve years old on renewal.</p> <p>I agree for wheelchair accessible hackney carriage and minibuses must be under Seven years of age when first licensed butt they should be used until fifteen years of age on renewal.</p> <p>King Regards M.Jacob</p> |
| Neil Smith | <p>Good Morning,</p> <p>Given the recent activity of taxis from outside the District; I have attached the NCC policy, for some consideration.</p> <p>Cars manufactured in recent years are of a higher specification and quality, so see the potential argument of vehicle licensing being extended to 10 years if properly maintained and meet emissions criteria if relevant</p> <p>Also for consideration would be, (as a public service) is in regards to environment emissions considerations amd control, not just the age of a vehicle as seen also in the NCC policy</p> <p>Kind regards Neil</p> |
| Paul Dowd | <p>Hi,</p> <p>In reply to your email about age of vehicles and possible changes,I think it would be a good thing if the rules where changed to say up to 10yr old vehicles for use as taxis(not wheelchair or buses).</p> <p>As they are tested twice a year and mot'ed once a year the mechanics are very good at the council yard and they would know if the vehicles are road worthy and tidy enough to carry on using as a taxi, I have seen some very nice taxi's that are at the age limit and have to be removed, how old the car is does not necessarily make it a good or bad taxi, sometimes it's down to the individual owner/driver or company that looks after the vehicle and some do a better job than others of keeping there vehicle/vehicles up to a good standard!</p> <p>This would then allow the proprietor to choose at what age(within the 10yr limit) to plate a vehicle and how long he/she could run it for,IE, put a 6yr old vehicle on and run it for 4yrs or a 2yr old vehicle and run it for 8yrs etc. If the vehicle is mechanically sound and in good condition overall (decided by proper council tester) I think it would be a good idea and would help the owners alot.</p> <p>Yours sincerely. Paul Dowd</p> |
| Peter Archer | <p>I would like to see taxis licences for 12yrs and under 6 years to start at these present times as motor cars nowadays are 50 per cent plastic have less rot and more reliable as second hand cars as gone up 2 to 3 thousand pounds more verry verry hard for drivers to make a living at present times</p> |

| Name | Comments |
|------------------|---|
| Richard Atkinson | <p>Hi Nicola/ Anna</p> <p>It's Richard Atkinson (Acorn Travel) I am using Ian's email to respond to the above</p> <p>Regarding the above, Nicola knows that I have been saying for over 20 years that the current policy discriminates "US" against other Nottinghamshire districts. Their costs are a lot less than ours as they don't need to replace their vehicles as often.</p> <p>Regarding the vehicles, as far as I am concerned, if the vehicle passes it's H.M. Department of Transport "MOT" test it is good enough to be a taxi.</p> <p>It wouldn't bother me if we had bi-annual mot's</p> <p>I spend thousands of pounds a year keeping my vehicles serviced and maintained to the highest standards.</p> <p>Regarding the current minimum first license age, this is totally out of order.</p> <p>I could buy a six year old vehicle with only 10000 miles on the clock, immaculate condition and service records, but not allowed under current rules. However, under current rules, I would have to buy a four year old vehicle with 200000 miles on the clock and no service history- STUPID</p> <p>Again, if the vehicle passes the "test". It shouldn't matter how old it is , only that is safe, up to standard, clean and tidy.</p> <p>Should you wish to reply to me, please use my normal email-</p> <p>Regards Richard</p> |
| Richard Belam | <p>Good afternoon, I am currently just a chauffeur driver working for a private company but I feel that you would get more local drivers to operate a mini cab or taxi service if the age of car for registration was expanded, If the vehicles are regularly serviced and registered for the Hackney / private hire plate and in a good condition and uphold all legal legislation then why not let older cars become taxis. This would encourage more local drivers and encourage the local authorities to take control of the surrounding areas regulations and stop larger companies using Wolverhampton & Dudley plates and badges.</p> <p>Thank you Richard Belam</p> |
| Sean Stevens | <p>Hi I really agree with the change to vehicle age limits.</p> <p>I think the 4 years limit on first register should change to up to 7 years old on first register this will enable us to buy older cars with low mileage at better prices. Buying newer cars is very expensive and as we use them for taxi driving they only last 3-4 years anyway.</p> <p>The 8 years age limit should change to 10 years to fit in with other councils in the area, like Nottinghamshire city council as I can do school contracts with them in vehicles up to 10 years old.</p> <p>Many thanks Sean's taxis Sean Scott Stevens</p> |
| Simon Sparks | <p>This is my thought on the proposed new policy.</p> <p>I think vehicles should be under six years old or under on first registration and not over 10 years old on renewal. The price for second hand vehicles at the minute is out of the pocket for many drivers. I have purchased four 19 plate cars in the last 4 months at a cost of over £66K. If the cars were allowed to be 2 years older on first registration I could have saved over £20K, and please bear in mind I have 10 cars to look after and replace not just one.</p> <p>Thank you Simon Sparks</p> |
| Stuart Fletcher | <p>To Whom it may concern</p> <p>Vehicle Age Policy – Newark & Sherwood</p> <p>I write to request a review of the Authority's current Vehicle Age Policy for Hackney Carriage and Private Hire vehicles working under Newark and Sherwood Licence Conditions at the upcoming consultation meeting in March 2022</p> <p>I am aware that all local Authorities have individual policies set and agreed by the relevant people in that area. I also fully understand that the safety of the Customer using the vehicles is of paramount importance when setting these limits.</p> <p>However as my vehicle reaches its upper age limit I like so many others who have struggled to remain in business after the impact of Covid , now face the huge expense of purchasing a replacement vehicle despite mine being mechanically sound and in exceptional condition .</p> <p>So I find myself questioning the reasoning behind this age limit when so many surrounding Districts have much higher or no upper age limits at all. I like all the other vehicle owners Licensed under the authority am required to ensure that my vehicle meets and passes all the higher level testing criteria and also general MOT requirements all of which determine my vehicles safety and whether or not its fit for purpose.</p> <p>Therefore why would it despite all the extensive testing , servicing etc that these vehicles are required to undergo would they suddenly without exception be unsatisfactory when turning 8 years old.</p> <p>My vehicle is in pristine condition both internally and externally and would pass any test required to deem it safe and roadworthy and also aesthetically looks in great condition.</p> |

| Name | Comments |
|----------------|---|
| | <p>Therefore under the government / DVLA specifications detailing what is and is not roadworthy I am able to continue to use this vehicle for many more years.</p> <p>I have detailed below the age policy for numerous surrounding authorities most of which have no upper limit. All require the completion of rigorous testing 6 monthly for vehicles over 5 years twice the requirement for domestic vehicles. The testing includes a visual check of the vehicle to ensure it continues to be aesthetically acceptable it is understandable that the authority would not want old tatty looking vehicles on the rank or working on the district under the authoritys banner.</p> <p>I have been licensed by Newark for many years and have seen many drivers and vehicles move to other authorities with more realistic requirements purely because of the financial hardship that replacing a vehicle can cause.</p> <p>Can you please raise this at the upcoming meeting and also explain to me why the limit has been put in place ?? Is this determined by a professional person with experience of vehicles both Mechanically and visually or is it a Licensing Department / Councillor made observation or decision.</p> <p>Newark & Sherwood – 8 Years Upper age limit Bolsover – No upper age limit Mansfield – No upper age limit Ashfield – No upper age limit Wolverhampton – No Upper age limit Rushcliffe 12 Years Upper age limit Nottingham – 10 Years Upper age limit unless they pass an Exceptional Condition Test then can continue. Also could you please tell me if there are any Taxi representatives or Forums where the industry can make themselves aware of such meetings and be able to put forward their views or even have their voice heard when such decisions are in consultation. I am happy to speak at the meeting raising my concerns or to put myself forward to attend and or be a representative of the trade.</p> |
| Viorel Chertes | <p>Hi there</p> <p>In my opinion not more than five years on first registration and not more than ten years on last registration would be ok</p> <p>For the purpose built and wheelchair accessible seven years on first and twelve years on last registration is quite decent .</p> <p>Kind regards V Chertes</p> |

GENERAL PURPOSES COMMITTEE

10 MARCH 2022

REVIEW OF THE KNOWLEDGE TEST FOR LICENSED DRIVERS

1.0 Purpose of Report

1.1 To seek Members' approval to implement changes to the Knowledge Test for licensed Hackney Carriage and Private Hire drivers.

2.0 Background

2.1 The fundamental requirement when considering an application for a driver licence for a Hackney Carriage or Private Hire vehicle is whether the applicant is a 'fit and proper' person. Within the Council's Policy there are a number of requirements that an applicant must satisfy to indicate that they are fit and proper. One of these is the Knowledge Test.

2.2 As stated above, in order to assist the Authority in determining the fitness of an applicant to hold a Hackney Carriage and/or Private Hire driver's licence, applicants are required to undertake a knowledge test. The test consists of the following parts:

- Signs
- Highway Code
- Numeracy
- Customer Care
- Laws and Conditions
- Locations
- Routes

2.3 The test takes place at Castle House and applicants have 40 minutes to complete the test. Each test contains 100 questions and is completed on-line in controlled conditions. Mobile phones and other devices with internet access are not allowed to be used.

2.4 Candidates may take 3 attempts to pass the knowledge test. There must be a two week period between each test a candidate takes. The current cost of the test is £40 and this is payable for every test taken, including re-tests.

2.5 The routes and locations sections are the ones most likely to lead to a fail.

2.6 In the last calendar year, 12 people have sat 21 knowledge tests. Out of those, 28% have passed and 72% failed. 53% of those failed on routes and locations.

2.7 The application process for drivers is constantly being reviewed to take account of any changes that may have an impact on this process. The past few years have seen a vast increase in mobile devices that can operate as route finders and many more vehicles now have built in navigation aids as standard. In light of this the two sections within the knowledge test relating to locations and routes have been under consideration for a review.

- 2.8 In addition to this, a representation has been made from a well-established taxi proprietor seeking assistance with the recruitment of drivers. The case he has made is that recruitment is challenging as many local drivers have now moved into food delivery. He is able to attract drivers from areas surrounding Newark & Sherwood, but is concerned that they will not be suitable for applying for a licence for a number of months due to the routes and location requirements in our knowledge test.
- 2.9 In view of the above, a number of options have been considered during the review of the Knowledge Test. The use of navigation aids during the test was the first option considered. The problem with this is that many drivers now use their mobile phone as the navigation aid. There are elements of the knowledge test where a mobile phone can be used to access other information that would assist in passing the test and therefore mobile phones are not permitted within the test. Stand-alone navigation aids have also been considered but these are not always familiar to the driver and there have been issues with obtaining a link to the satellite to receive a signal.
- 2.10 Due to the ubiquitous nature of mobile phones and their common use by drivers consideration has been given as to whether the locations and routes sections of the knowledge test are still relevant.

3.0 Proposals

- 3.1 A robust and challenging application process is important in ensuring that all applicants are properly considered in terms of their suitability to hold a licence. Equally it is important that the application process does not put barriers in place unwittingly limiting the ability of applicants to successfully obtain a licence, or to prevent the local taxi trade from being able to recruit drivers in a timely manner.
- 3.2 It is proposed that the knowledge test is amended to remove the sections on routes and locations.

4.0 Equalities Implications

- 4.1 There are no equalities implications arising from this report. All applicants are required to take the test.

5.0 Financial Implications

- 5.1 None from this report

6.0 Digital Implications

- 6.1 There are no digital implications arising from this report.

7.0 RECOMMENDATION

That the taxi knowledge test is amended to remove the sections relating to routes and locations.

Reason for Decision

To ensure that the taxi application process is fair and reflects the use of technology and supports the taxi trade.

Background Papers

NSDC Hackney Carriage & Private Hire Policy

For further information please contact Alan Batty on Extension 5467.

Matthew Finch
Director – Communities & Environment

GENERAL PURPOSES COMMITTEE

10 MARCH 2022

TAX CONDITIONALITY CHECKS FOR VARIOUS LICENCE APPLICATIONS

1.0 Purpose of Report

1.1 To seek Members' approval to implement changes to the licence application processes in line with the requirements of Her Majesty's Revenue & Customs.

2.0 Background

2.1 From 4 April 2022, licensing authorities must carry out certain checks on applications from individuals, companies and any type of partnership to make sure they are aware of their tax responsibilities or have completed a tax check

2.2 The licence applications affected by the changes are:

- Hackney Carriage Driver Licences
- Private Hire Driver Licences
- Private Hire Vehicle Operator Licences
- Scrap Metal Site Licences
- Scrap Metal Collector Licences

2.3 All applicants will be required to confirm they are aware of their tax responsibilities on their application if they are applying for a licence:

- For the first time
- That they have already held but has not been valid for over a year

2.4 The applicant will need to complete a tax check then give you a tax check code on their application. Guidance issued by the Government has suggested that a declaration is added to the application forms for these licences. The suggested wording is:

'I confirm that I am aware of the content of HMRC guidance relating to my (our) tax registration obligations.'

2.5 If an applicant does not confirm that a check has taken place the application becomes invalid. Without a check the licensing authority cannot grant or refuse an application.

2.6 The Licensing Section has been publicising the changes in local media.

3.0 Proposals

3.1 It is proposed to continue to publicise the tax check requirements and where possible to advise any applicant of the change prior to an application being submitted.

3.2 It is also proposed that the application form is amended to include a declaration that the applicant is aware of the tax responsibilities.

4.0 Equalities Implications

4.1 There are no equalities implications arising from this report. All applicants are required to sign the declaration.

5.0 Financial Implications

5.1 None from this report.

6.0 Digital Implications

6.1 There are no digital implications arising from this report.

7.0 RECOMMENDATION

Members are asked to note the changes to the application process for some licences and to approve the addition of the declaration:

“I confirm that I am aware of the content of HMRC guidance relating to my (our) tax registration obligations”

to the following licence application forms:

**Hackney Carriage Driver Licences
Private Hire Driver Licences
Private Hire Vehicle Operator Licences
Scrap Metal Site Licences
Scrap Metal Collector Licences**

Reason for Decision

To ensure that the application processes is in line with HMRC requirements taxi application process is fair and reflects the use of technology and supports the taxi trade.

Background Papers

Changes when dealing with taxi, private hire or scrap metal licence applications from April 2022 - HMRC

For further information please contact Alan Batty on Extension 5467.

Matthew Finch
Director – Communities & Environment

GENERAL PURPOSES COMMITTEE

10 MARCH 2022

SATISFACTION SURVEYS FOR TAXI USERS AND THE TAXI TRADE

1.0 Purpose of Report

1.1 To update Members on the completion of the satisfaction surveys that were carried out from customers using taxis within Newark & Sherwood and from the taxi trade.

2.0 Background

2.1 At the General Purposes Committee meeting on 2 September 2021, Members agreed for the licensing section to undertake a customer satisfaction survey to gain the views and opinions of both the public and the taxi trade.

2.2 The purpose of the surveys was to gain insight into the way that taxis are operated and how and why members of the public use their services. By gaining this insight from both parties it will assist the development of the licensing service in terms of shaping future taxi provision and policy for officers and Members as they will have a more informed picture of the local taxi trade.

3.0 Consultation Details

3.1 In order to obtain detailed data on how the users of Hackney Carriage & Private Hire vehicles view the trade and how the taxi trade operated, two satisfaction surveys were hosted via 'Survey Monkey'.

3.2 The surveys were live from 1 October until 30 November 2021. During this time they were promoted via emails to all licensed drivers, on the Council's social media accounts (Facebook and Twitter) at timely intervals and in the Newark Advertiser.

3.3 Members of the public were asked questions relating to:

- Taxi Availability
- Punctuality
- Cleanliness
- Out of Town Taxis
- Taxi Ranks
- Wheelchair Accessible Taxis

3.4 The full list of the survey questions and responses are attached at **Appendix 1** to this report.

3.5 The taxi trade were asked questions relating to:

- Taxi Fees
- Vehicle Age Policy
- Taxi Ranks
- Taxi Standards

3.6 The full list of the survey questions and responses are attached at **Appendix 2** to this report.

4.0 Survey Results – Customers/Members of the Public

4.1 A total of 103 members of the public answered the customer satisfaction survey.

4.2 The highest percentage of the respondents were females (66%)

4.3 The highest percentage of respondents were over 60 years old.

4.4 66% of those that responded stated that they had access to a car.

4.5 The highest percentage of those questioned use a taxi several times a year.

4.6 Leisure was listed as the main purpose that people use taxis (73%).

4.7 Most of the taxi users surveyed (90%) said that they pre-booked their taxi.

4.8 When asked which taxi rank they use - Castle Gate, Newark rank was slightly higher (28%) than Middle Gate, Newark (26%)

4.9 The question of how satisfied customers are with the availability of taxis in NSDC was answered very broadly with people being equally neither satisfied nor dissatisfied, somewhat satisfied or somewhat dissatisfied. In future surveys we will ask the question in a different way, for example, are you satisfied with the availability of taxis? Yes or No.

4.10 The question regarding where in the district have you experienced difficulty in the availability of taxis, 64 people responded with the majority of people saying that Newark is where they struggled to get a cab.

4.11 When looking at the percentage for how satisfied customers were with the reliability of taxis that they have used, a combination of 53% were either very satisfied or somewhat satisfied which compares to a combination of 35% were either somewhat dissatisfied or very dissatisfied. The reasons that passengers gave for their answer to this question varied significantly.

4.12 70% of those surveyed said that they were either very satisfied or somewhat satisfied with the general condition of the taxis that they have used.

4.13 73% said they were satisfied or somewhat satisfied of the internal cleanliness of the taxi that they have used.

4.14 The percent split for whether customers feel that taxi fares within Newark & Sherwood are reasonable is nearly a 50/50 split. When answering the following question as to the reason for this, 10 of the comments mention DG/Z Car vehicles as expensive/overcharge. Therefore, this is noted and highlights the need to educate the general public to use Newark & Sherwood District licensed vehicles.

- 4.15 Question 19 of the survey asks if the customer has ever felt unsafe when taking a taxi, 83.5% said that they felt safe in the taxis and 16.5% said that they did not feel safe. The reasoning given as to why customers felt unsafe, 65% said the attitude of the driver, 47% standard of driving and 24% said the condition of the vehicle.
- 4.16 72% of those asked are aware that taxis licensed outside of Newark & Sherwood District Council can operate within Newark & Sherwood District.
- 4.17 Only 38% of people check when hiring a taxi if they are licensed by Newark & Sherwood.
- 4.18 62% of customers said that they could recognise a NSDC licensed vehicle.
- 4.19 92% of customers have said that they have never needed to use a wheelchair accessible taxi. From those, 8% who have needed to use a wheelchair accessible taxi, 30% stated that a wheelchair vehicle was readily available to them.
- 4.20 When asked who you would complain to if you had a problem with a taxi, 72% said the taxi company and 41% said the NSDC licensing.
- 4.21 A combined percentage of 86% think that CCTV is important in taxis. The reasons that people gave included to feel safe, gives driver and customer more protection and security.

5.0 Survey Results – Taxi trade

- 5.1 56 licensed drivers responded to the survey, 89% were male and 11% female. 107 licensed drivers were notified about the survey by email and a further 25 drivers were informed of the survey by letter.
- 5.2 The majority of those that responded to the survey have been a driver with Newark & Sherwood District Council and been licensed for more than 4 years.
- 5.3 The drivers were asked what time of day they worked (multiple answers could be chosen), 89% said between 7am and 12pm, 80% said 12pm and 5pm, 64% said 5pm and 11pm and 55% said they worked after 11pm.
- 5.4 Sunday was the least popular day to work with 26% of drivers saying they worked. The most popular day for drivers to work is Friday.
- 5.5 The hours that drivers worked varied across the board from 15 to 120 hours a week. The average being 45 hours.
- 5.6 The average miles that drivers stated they did in a year is 47,000.
- 5.7 71% of drivers said that they mainly worked in Newark and Southwell, 11% in Ollerton and Edwinstowe, 4% said Rainworth and Blidworth, 27% of drivers said other and stated these areas as airports and nationwide. When these percentages are added together they exceed 100%. This question allowed participants to choose more than one answer. In future surveys, this will be amended to only allow one answer to be chosen.

- 5.8 71% of drivers stated that they drive a Hackney Carriage and 29% drive a Private Hire Vehicle. 78% of our drivers are self-employed, 20% are employed by a company and 2% are both.
- 5.9 We asked drivers if they felt that the current cost of a licence application is reasonable – there was an equal 50/50% split. We asked for them to comment on the reason for this answer and received the commentary as shown in **Appendix 2** – Question 12.
- 5.10 We asked our drivers if they knew who to go to if they have a query about their licence, we are pleased to report that 91% of drivers responded as yes.
- 5.11 We asked drivers how satisfied they were with the response to licence queries/renewals from the Licensing Team. 73% of drivers said they were very satisfied or somewhat satisfied.
- 5.12 We asked the drivers if they would make changes to the application/renewal process. 14% would make changes to the ability test, 4% to the DBS check, 27% knowledge test and 11% would make changes to the medical. This question allowed participants to choose more than one answer. In future surveys, this will be amended to only allow one answer to be chosen. We asked drivers to comment on to the reason that they chose their answers and received the commentary as shown in **Appendix 2** – Question 17.
- 5.13 We asked the drivers if they felt that the current taxi fares and tariff structure are reasonable, 54% said yes and 46% said no. We asked for reasons for their answers and these ranged from ‘costs of fuel are rising so fares need to rise’ to ‘people can only afford so much and more price rises would adversely affect the elderly who rely on taxis’.
- 5.14 We asked drivers which ranks they sit on. The rank on Middle Gate was most popular, followed by Castle Gate and Lincoln Street. 39% of drivers said that they do not use ranks.
- 5.15 The question of ‘do we need more ranks in the district and where should these be?’ was asked and out of the 56 people that answered 24 said that they did not think there was a need for more taxi ranks, 8 respondents thought there should be more ranks, for example, at Castle Station and Newark Town Centre. 18 people said that there is need for more spaces and enforcement on the existing ranks specifically Castle Gate and Middle Gate.
- 5.16 66% of drivers thought that the vehicle age policy was unreasonable.
- 5.17 Drivers were asked what alterations they would suggest to the age policy. These comments can be found in **Appendix 2** – Question 23.
- 5.18 77% of drivers said they would support more taxi enforcement in the district. In highest ranking order these are the areas in which drivers would like to see more enforcement: out of town vehicles; taxi ranks; investigation of complaints; vehicle investigations; and other.

- 5.19 45% of drivers said they feel safe while working as a driver. 50% of drivers said they felt safe most of the time and 5% said that they did not feel safe.
- 5.20 79% of drivers think that having CCTV in taxis is either very important, fairly important or somewhat important. The majority reason given for this is that it is there for the safety of drivers and passengers.
- 5.21 The Covid-19 pandemic has effected the UK in many ways, so we asked to question as to what impact has the pandemic/lockdown had on your ability to work as a driver. 4% said that they have not work since the start of the pandemic, 7% said it had no impact, 34% have only just started to work since the pandemic, 46% have worked through some of the pandemic and 9% have worked though most of the pandemic.
- 5.22 59% of drivers accessed the Council/Government grants. 21% of drivers (or their staff) utilised the furlough scheme.
- 5.23 The drivers were asked if they have retained any covid safety measures in their vehicles. 86% have increased vehicle cleaning, 89% use hand sanitiser, 63% use face coverings for drivers and 45% require customers to use face coverings.
- 5.24 Those that employ staff were asked if the Brexit/EU settlement scheme had impacted recruitment. 2% answered yes, 23% answered No and the question was deemed as not applicable to 75%.

6.0 Equalities Implications

- 6.1 There are no equalities implications arising from this report.

7.0 Financial Implications

- 7.1 None from this report

8.0 Digital Implications

- 8.1 There are no digital implications arising from this report.

9.0 RECOMMENDATION

That the Committee consider the contents of the report and identifies any issues it wishes to examine further.

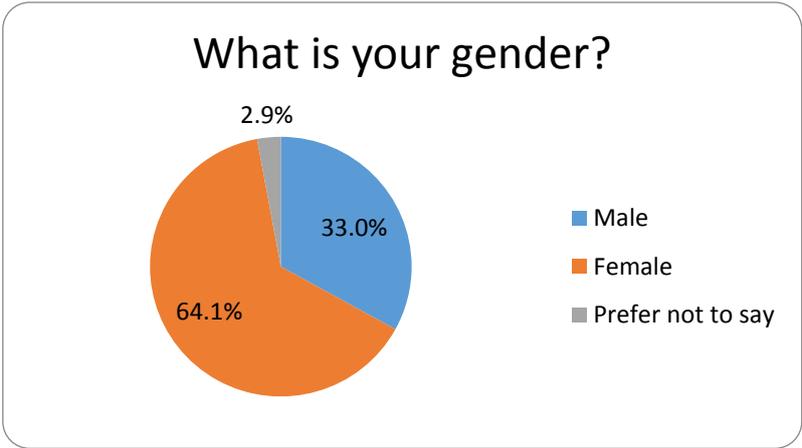
Background Papers

NSDC Hackney Carriage and Private Hire Policy

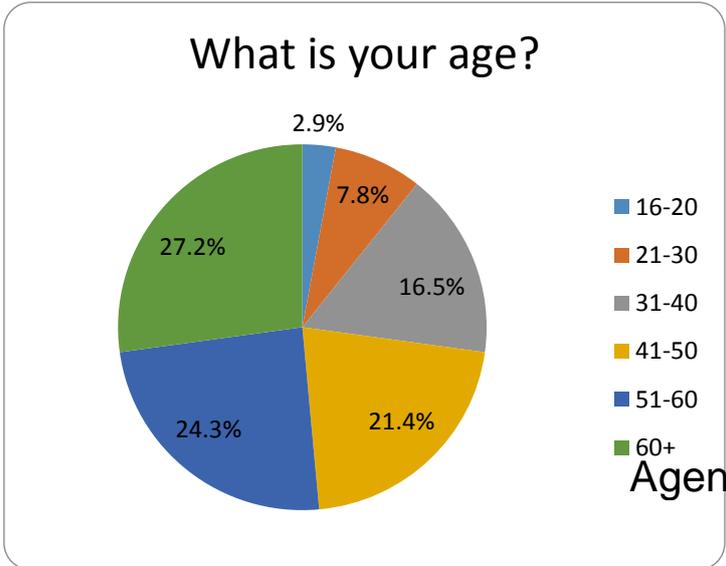
For further information please contact Nicola Rowlands on Extension 5894.

Matthew Finch
Director – Communities & Environment

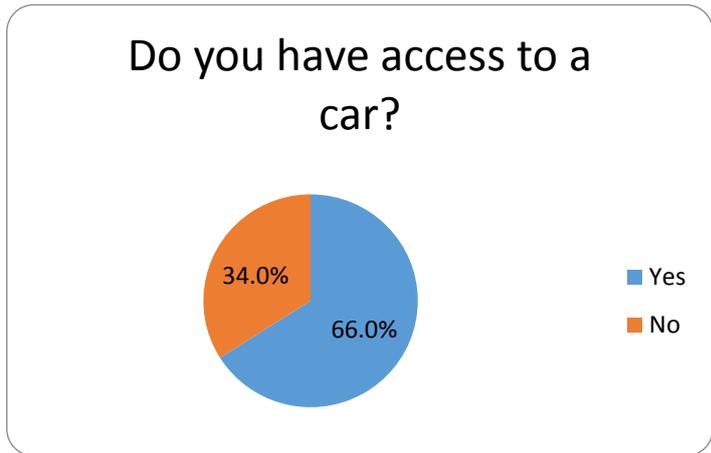
| 1. What is your gender | | |
|------------------------|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Male | 33.0% | 34 |
| 2 Female | 64.1% | 66 |
| 3 Prefer not to say | 2.9% | 3 |
| <i>answered</i> | | 103 |
| <i>skipped</i> | | 0 |



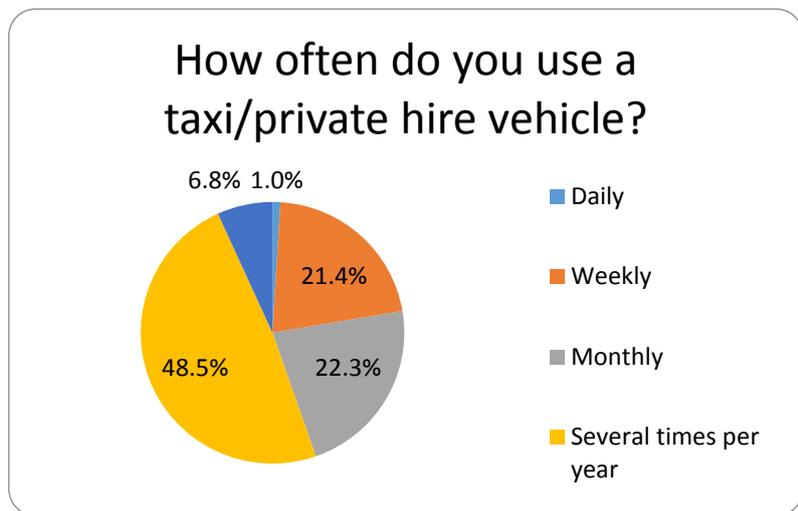
| 2. What is your age? | | |
|----------------------|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 16-20 | 2.9% | 3 |
| 2 21-30 | 7.8% | 8 |
| 3 31-40 | 16.5% | 17 |
| 4 41-50 | 21.4% | 22 |
| 5 51-60 | 24.3% | 25 |
| 6 60+ | 27.2% | 28 |
| <i>answered</i> | | 103 |
| <i>skipped</i> | | 0 |



| 3. Do you have access to a car? | | |
|---------------------------------|-----|-----------------|
| Answer Choice | | |
| 1 | Yes | 66.0% |
| 2 | No | 34.0% |
| | | answered |
| | | 103 |
| | | skipped |
| | | 0 |



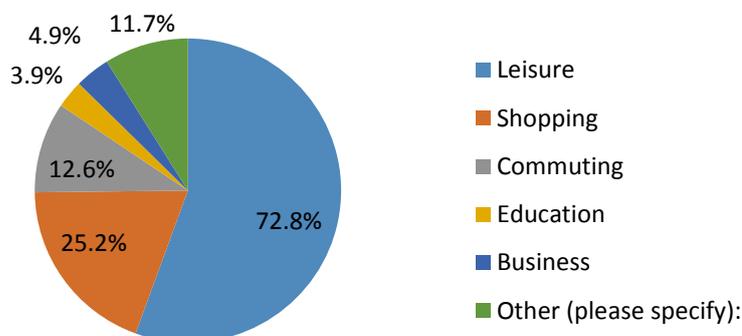
| 4. How often do you use a taxi/private hire vehicle? | | |
|--|------------------------|-----------------|
| Answer Choice | | |
| 1 | Daily | 1.0% |
| 2 | Weekly | 21.4% |
| 3 | Monthly | 22.3% |
| 4 | Several times per year | 48.5% |
| 5 | Once a year or less | 6.8% |
| | | answered |
| | | 103 |
| | | skipped |
| | | 0 |



5. For what purpose do you use taxis/private hire vehicles?

| Answer Choice | | Response Percent | Response Total |
|---------------|-------------------------|------------------|----------------|
| 1 | Leisure | 72.8% | 75 |
| 2 | Shopping | 25.2% | 26 |
| 3 | Commuting | 12.6% | 13 |
| 4 | Education | 3.9% | 4 |
| 5 | Business | 4.9% | 5 |
| 6 | Other (please specify): | 11.7% | 12 |
| | | answered | 103 |
| | | skipped | 0 |

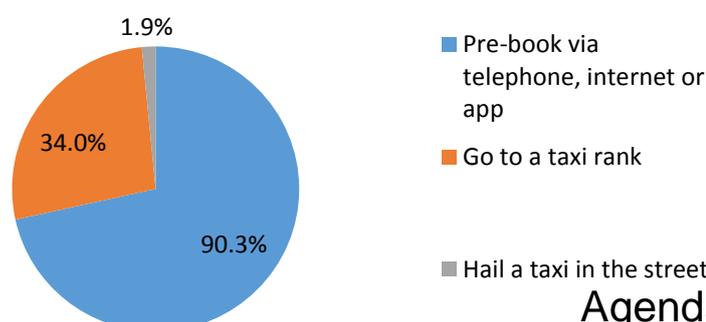
For what purpose do you use taxis/private hire vehicles?



6. In general, how do you order a taxi/private hire vehicle?

| Answer Choice | | Response Percent | Response Total |
|---------------|---|------------------|----------------|
| 1 | Pre-book via telephone, internet or app | 90.3% | 93 |
| 2 | Go to a taxi rank | 34.0% | 35 |
| 3 | Hail a taxi in the street | 1.9% | 2 |
| | | answered | 103 |
| | | skipped | 0 |

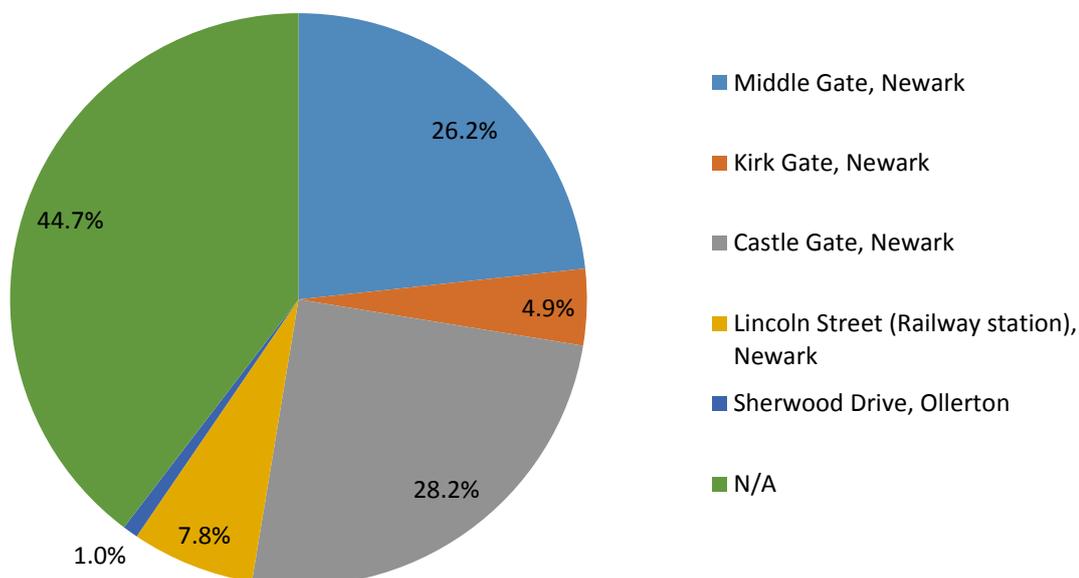
In general, how do you order a taxi/private hire vehicle?



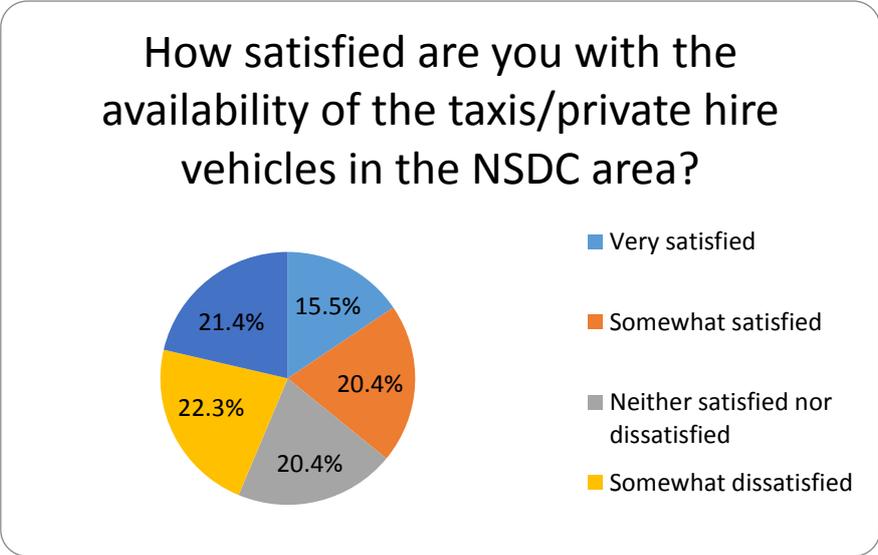
7. If you hire taxis from a rank, which rank/s do you use?

| Answer Choice | | Response Percent | Response Total |
|---------------|--|------------------|----------------|
| 1 | Middle Gate, Newark | 26.2% | 27 |
| 2 | Kirk Gate, Newark | 4.9% | 5 |
| 3 | Castle Gate, Newark | 28.2% | 29 |
| 4 | Lincoln Street (Railway station), Newark | 7.8% | 8 |
| 5 | Sherwood Drive, Ollerton | 1.0% | 1 |
| 6 | N/A | 44.7% | 46 |
| | | answered | 103 |
| | | skipped | 0 |

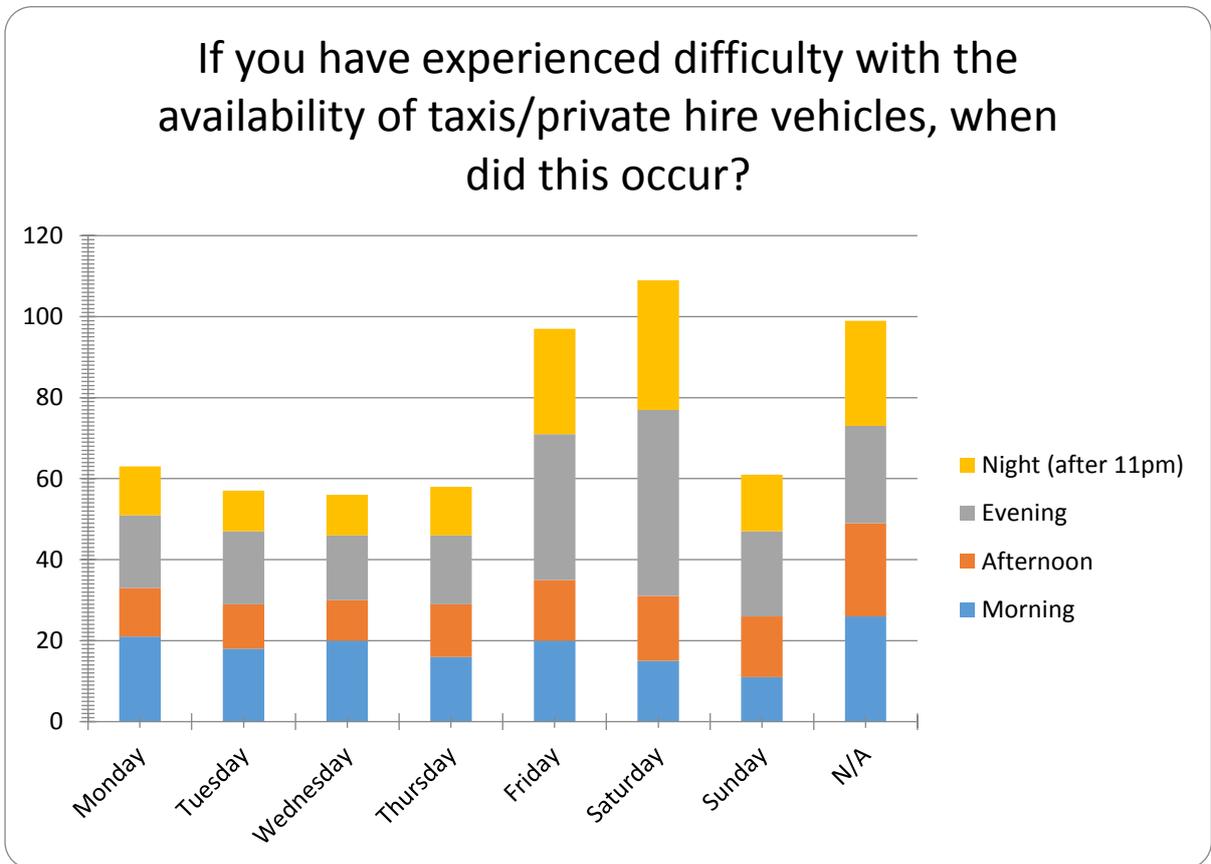
If you hire taxis from a rank, which rank/s do you use?



| 8. How satisfied are you with the availability of the taxis/private hire vehicles in the NSDC area? | | |
|---|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Very satisfied | 15.5% | 16 |
| 2 Somewhat satisfied | 20.4% | 21 |
| 3 Neither satisfied nor dissatisfied | 20.4% | 21 |
| 4 Somewhat dissatisfied | 22.3% | 23 |
| 5 Very dissatisfied | 21.4% | 22 |
| answered | | 103 |
| skipped | | 0 |

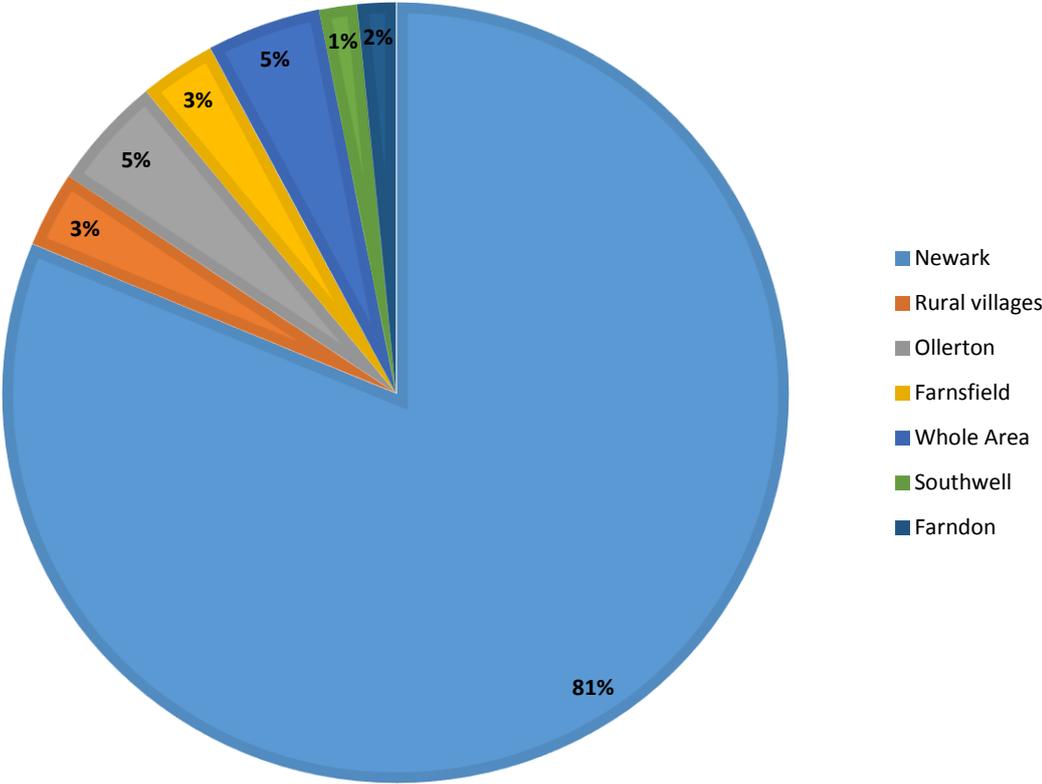


| 9. If you have experienced difficulty with the availability of taxis/private hire vehicles, when did this occur? | | | | | | |
|--|-----------|---------|-----------|---------|--------------------|----------------|
| Answer Choice | | Morning | Afternoon | Evening | Night (after 11pm) | Response Total |
| 1 | Monday | 21 | 12 | 18 | 12 | 63 |
| 2 | Tuesday | 18 | 11 | 18 | 10 | 57 |
| 3 | Wednesday | 20 | 10 | 16 | 10 | 56 |
| 4 | Thursday | 16 | 13 | 17 | 12 | 58 |
| 5 | Friday | 20 | 15 | 36 | 26 | 97 |
| 6 | Saturday | 15 | 16 | 46 | 32 | 109 |
| 7 | Sunday | 11 | 15 | 21 | 14 | 61 |
| 8 | N/A | 26 | 23 | 24 | 26 | 99 |
| | | | | | <i>answered</i> | 103 |
| | | | | | <i>skipped</i> | 0 |



| 10. If you have experienced difficulty with the availability of taxis/private hire vehicles, where in the district did this occur? | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 | 100.0% | 68 |
| <i>answered</i> | | 68 |
| <i>skipped</i> | | 35 |

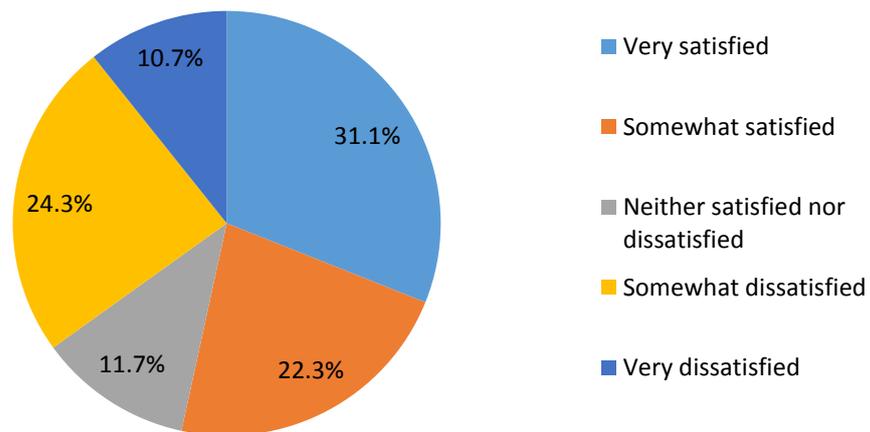
If you have experienced difficulty with the availability of taxis/private hire vehicles, where in the district did this occur?



11. How satisfied are you with the reliability of taxis/private hire vehicles that you have used?

| Answer Choice | | Response Percent | Response Total |
|---------------|------------------------------------|------------------|----------------|
| 1 | Very satisfied | 31.1% | 32 |
| 2 | Somewhat satisfied | 22.3% | 23 |
| 3 | Neither satisfied nor dissatisfied | 11.7% | 12 |
| 4 | Somewhat dissatisfied | 24.3% | 25 |
| 5 | Very dissatisfied | 10.7% | 11 |
| | | answered | 103 |
| | | skipped | 0 |

How satisfied are you with the reliability of taxis/private hire vehicles that you have used?

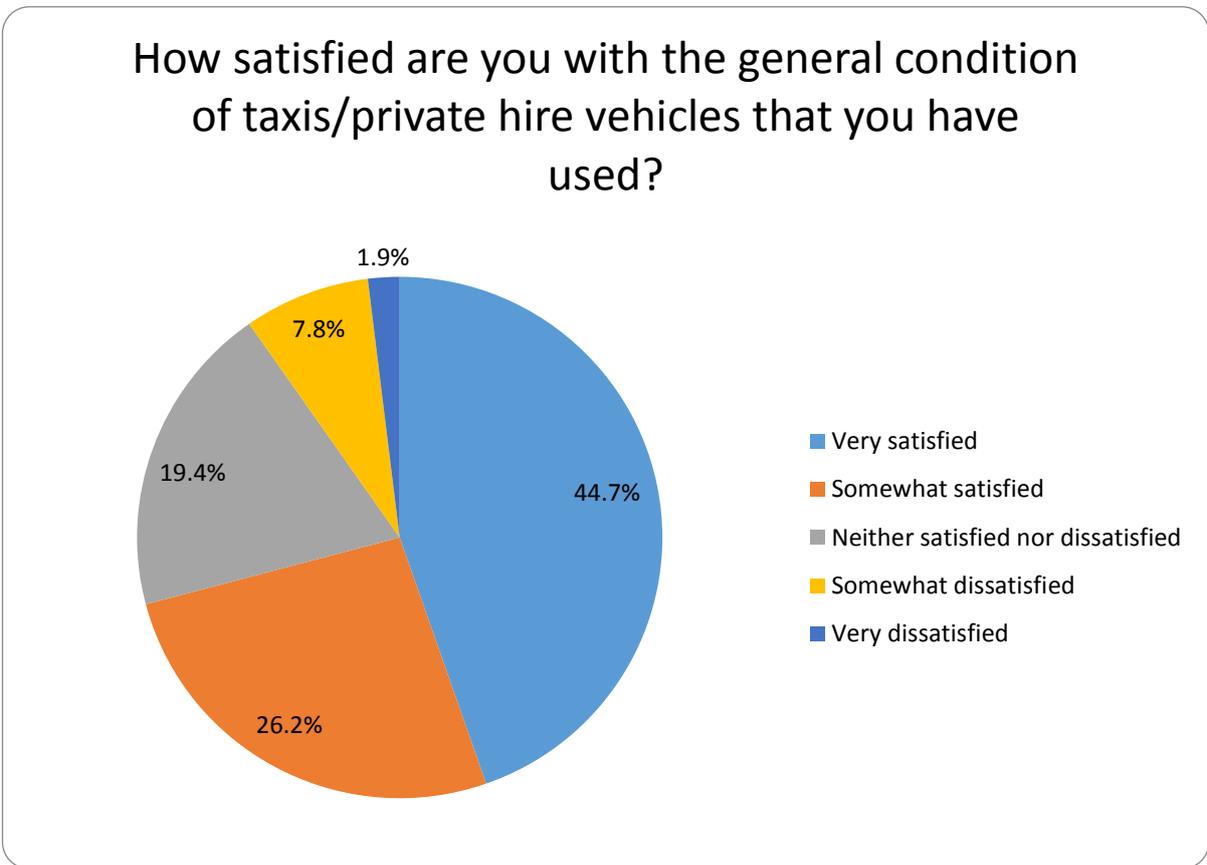


12. Please provide comments as to why you have chosen the answer in the previous question

| Answer Choice | Response Percent | Response Total |
|---------------|------------------|-----------------|
| 1 | 100.0% | 103 |
| | | answered |
| | | 103 |
| | | skipped |
| | | 0 |

13. How satisfied are you with the general condition of taxis/private hire vehicles that you have used?

| Answer Choice | | Response Percent | Response Total |
|---------------|------------------------------------|------------------|----------------|
| 1 | Very satisfied | 44.7% | 46 |
| 2 | Somewhat satisfied | 26.2% | 27 |
| 3 | Neither satisfied nor dissatisfied | 19.4% | 20 |
| 4 | Somewhat dissatisfied | 7.8% | 8 |
| 5 | Very dissatisfied | 1.9% | 2 |
| | | answered | 103 |
| | | skipped | 0 |



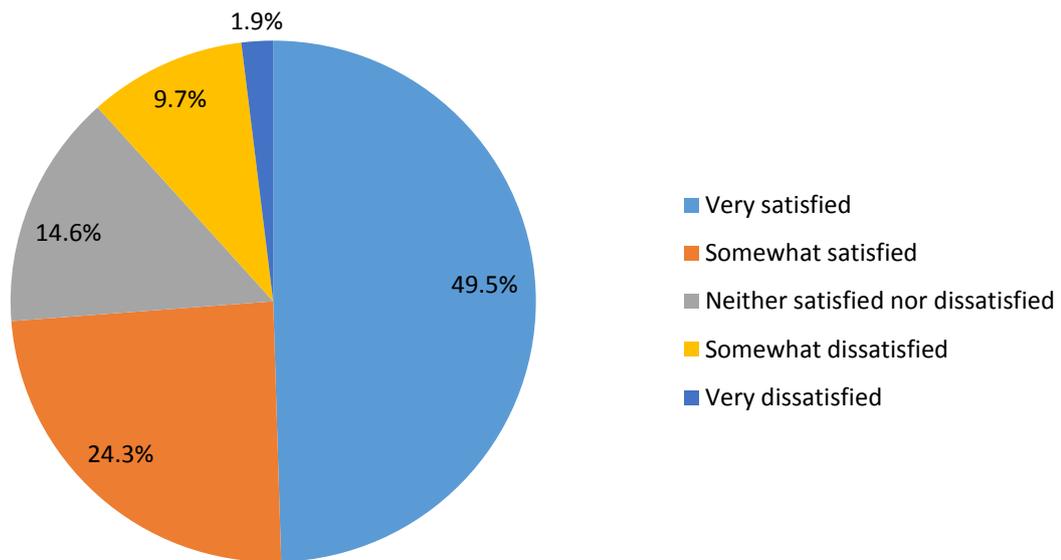
14. Please provide comments as to why you have chosen the answer in the previous question

| Answer Choice | Response Percent | Response Total |
|---------------|------------------|-----------------|
| 1 | 100.0% | 103 |
| | | answered |
| | | 103 |
| | | skipped |
| | | 0 |

15. How satisfied are you with the internal cleanliness of taxis/private hire vehicles that you have used?

| Answer Choice | | Response Percent | Response Total |
|---------------|------------------------------------|------------------|----------------|
| 1 | Very satisfied | 49.5% | 51 |
| 2 | Somewhat satisfied | 24.3% | 25 |
| 3 | Neither satisfied nor dissatisfied | 14.6% | 15 |
| 4 | Somewhat dissatisfied | 9.7% | 10 |
| 5 | Very dissatisfied | 1.9% | 2 |
| | | answered | 103 |
| | | skipped | 0 |

How satisfied are you with the internal cleanliness of taxis/private hire vehicles that you have used?



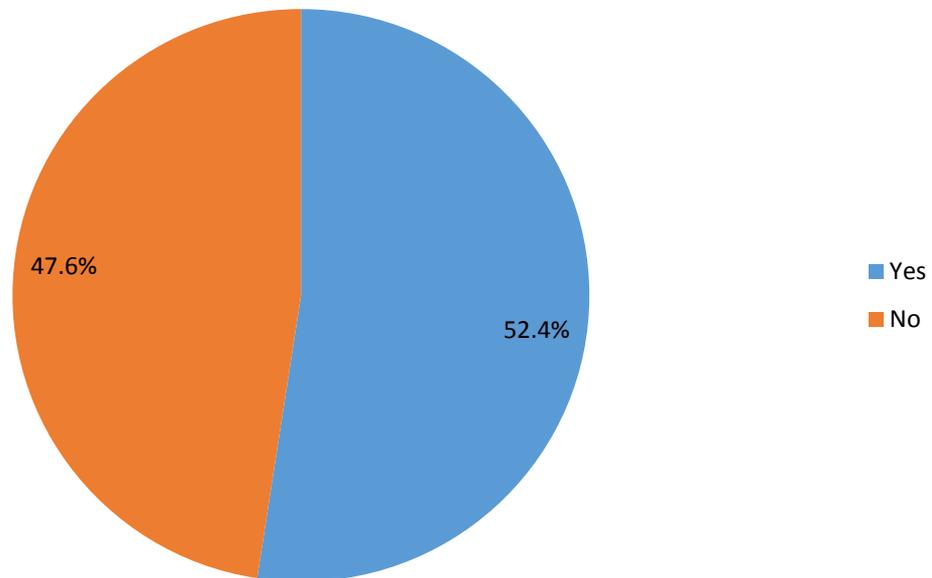
16. Please provide comments as to why you have chosen the answer in the previous question

| Answer Choice | Response Percent | Response Total |
|---------------|------------------|-----------------|
| 1 | 100.0% | 103 |
| | | answered |
| | | 103 |
| | | skipped |
| | | 0 |

17. Do you feel that taxi fares in the NSDC district are reasonable?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----|------------------|----------------|
| 1 | Yes | 52.4% | 54 |
| 2 | No | 47.6% | 49 |
| <i>answered</i> | | | 103 |
| <i>skipped</i> | | | 0 |

Do you feel that taxi fares in the NSDC district are reasonable?

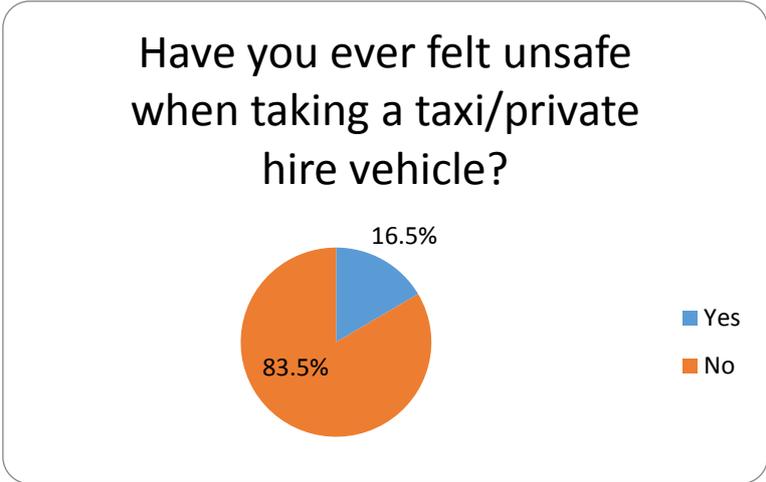


18. Please provide comments as to why you have chosen the answer in the previous question

| Answer Choice | | Response Percent | Response Total |
|-----------------|--|------------------|----------------|
| 1 | | 100.0% | 103 |
| <i>answered</i> | | | 103 |
| <i>skipped</i> | | | 0 |

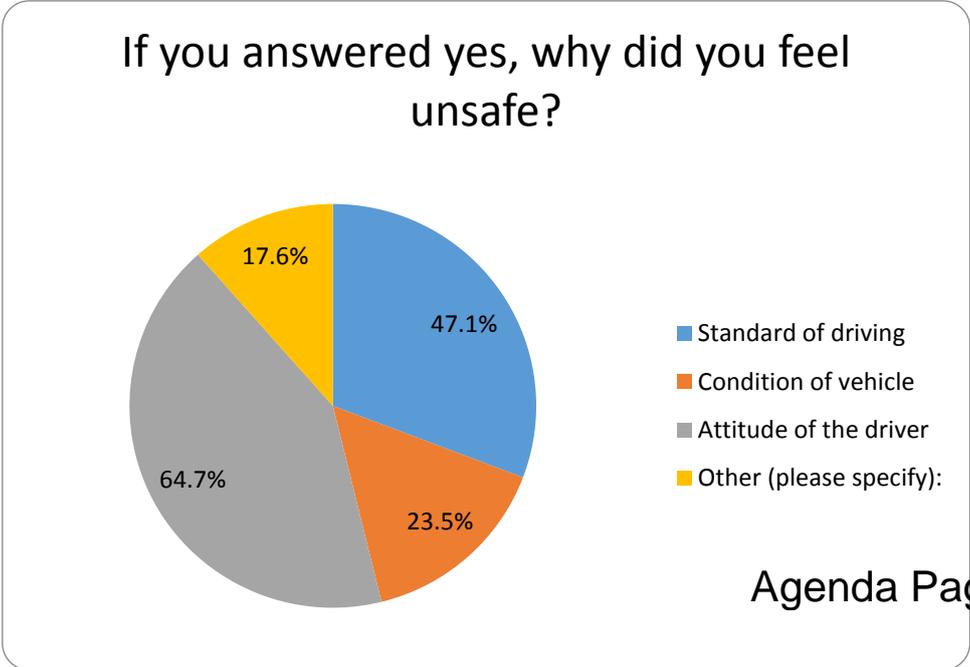
19. Have you ever felt unsafe when taking a taxi/private hire vehicle?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----|------------------|----------------|
| 1 | Yes | 16.5% | 17 |
| 2 | No | 83.5% | 86 |
| answered | | | 103 |
| skipped | | | 0 |



20. If you answered yes, why did you feel unsafe?

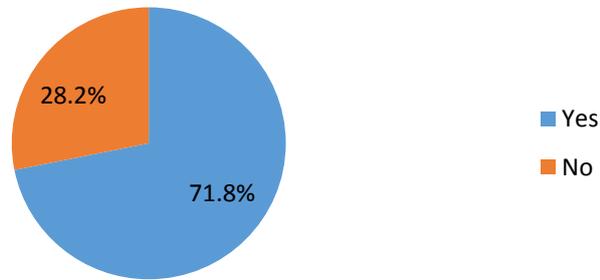
| Answer Choice | | Response Percent | Response Total |
|-----------------|-------------------------|------------------|----------------|
| 1 | Standard of driving | 47.1% | 8 |
| 2 | Condition of vehicle | 23.5% | 4 |
| 3 | Attitude of the driver | 64.7% | 11 |
| 4 | Other (please specify): | 17.6% | 3 |
| answered | | | 17 |
| skipped | | | 86 |



21. Are you aware that taxis licensed out of NSDC can operate in the district?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----|------------------|----------------|
| 1 | Yes | 71.8% | 74 |
| 2 | No | 28.2% | 29 |
| <i>answered</i> | | | 103 |
| <i>skipped</i> | | | 0 |

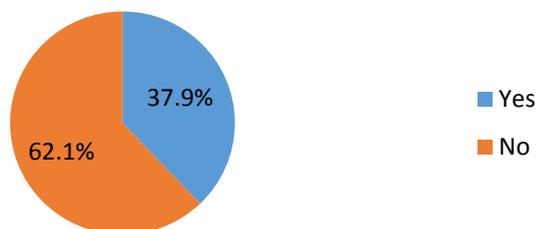
Are you aware that taxis licensed out of NSDC can operate in the district?



22. When hiring a taxi/private hire vehicle, do you check that they are licensed by NSDC?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----|------------------|----------------|
| 1 | Yes | 37.9% | 39 |
| 2 | No | 62.1% | 64 |
| <i>answered</i> | | | 103 |
| <i>skipped</i> | | | 0 |

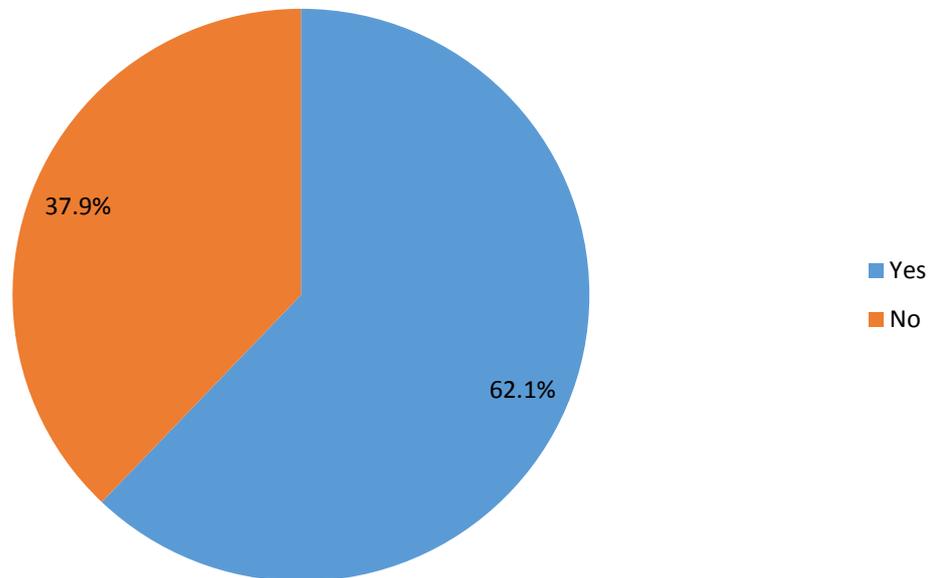
When hiring a taxi/private hire vehicle, do you check that they are licensed by NSDC?



23. Do you feel that you can recognise a NSDC licensed vehicle?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----|------------------|----------------|
| 1 | Yes | 62.1% | 64 |
| 2 | No | 37.9% | 39 |
| <i>answered</i> | | | 103 |
| <i>skipped</i> | | | 0 |

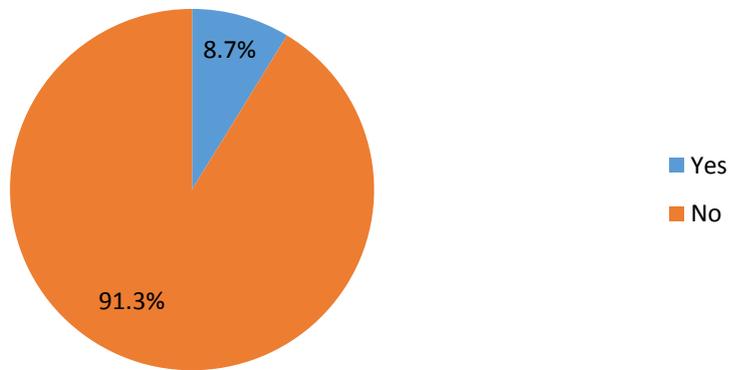
Do you feel that you can recognise a NSDC licensed vehicle?



24. Have you ever had the need to use a wheelchair accessible taxi?

| Answer Choice | Response Percent | Response Total |
|-----------------|------------------|----------------|
| 1 Yes | 8.7% | 9 |
| 2 No | 91.3% | 94 |
| answered | | 103 |
| skipped | | 0 |

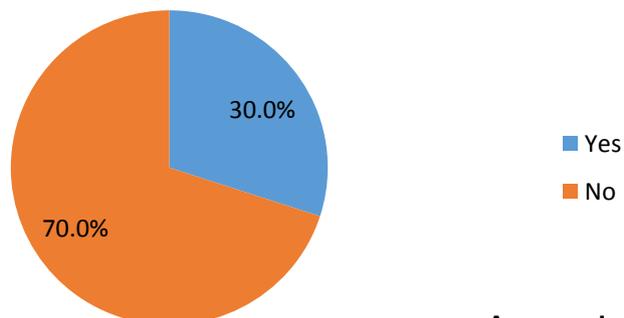
Have you ever had the need to use a wheelchair accessible taxi?



25. If yes, was a wheelchair accessible vehicle readily available?

| Answer Choice | Response Percent | Response Total |
|-----------------|------------------|----------------|
| 1 Yes | 30.0% | 3 |
| 2 No | 70.0% | 7 |
| answered | | 10 |
| skipped | | 93 |

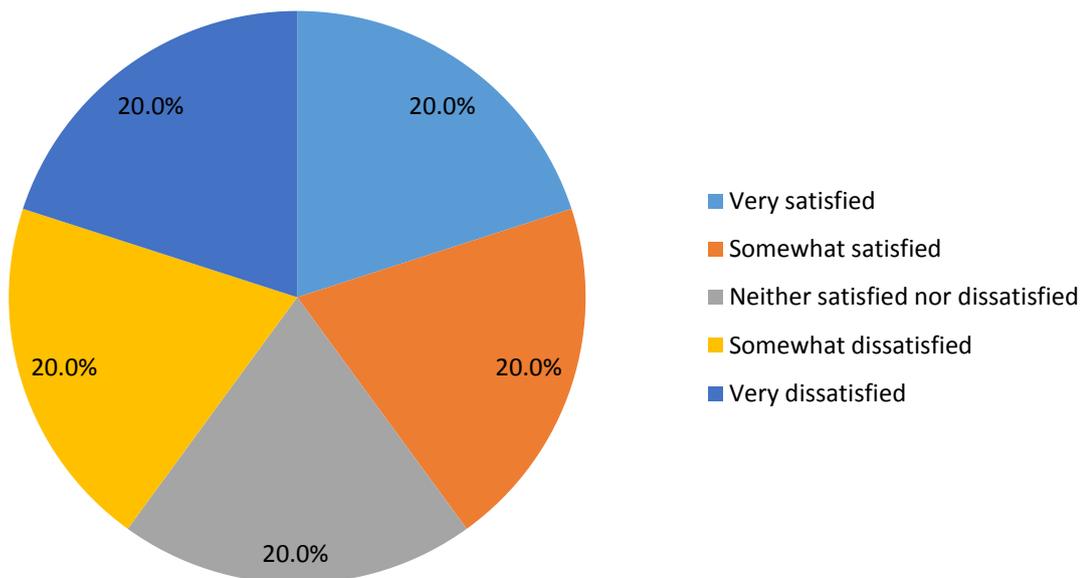
If yes, was a wheelchair accessible vehicle readily available?



26. How satisfied were you with your experience of using a wheelchair accessible taxi?

| Answer Choice | | Response Percent | Response Total |
|---------------|------------------------------------|------------------|----------------|
| 1 | Very satisfied | 20.0% | 2 |
| 2 | Somewhat satisfied | 20.0% | 2 |
| 3 | Neither satisfied nor dissatisfied | 20.0% | 2 |
| 4 | Somewhat dissatisfied | 20.0% | 2 |
| 5 | Very dissatisfied | 20.0% | 2 |
| | | answered | 10 |
| | | skipped | 93 |

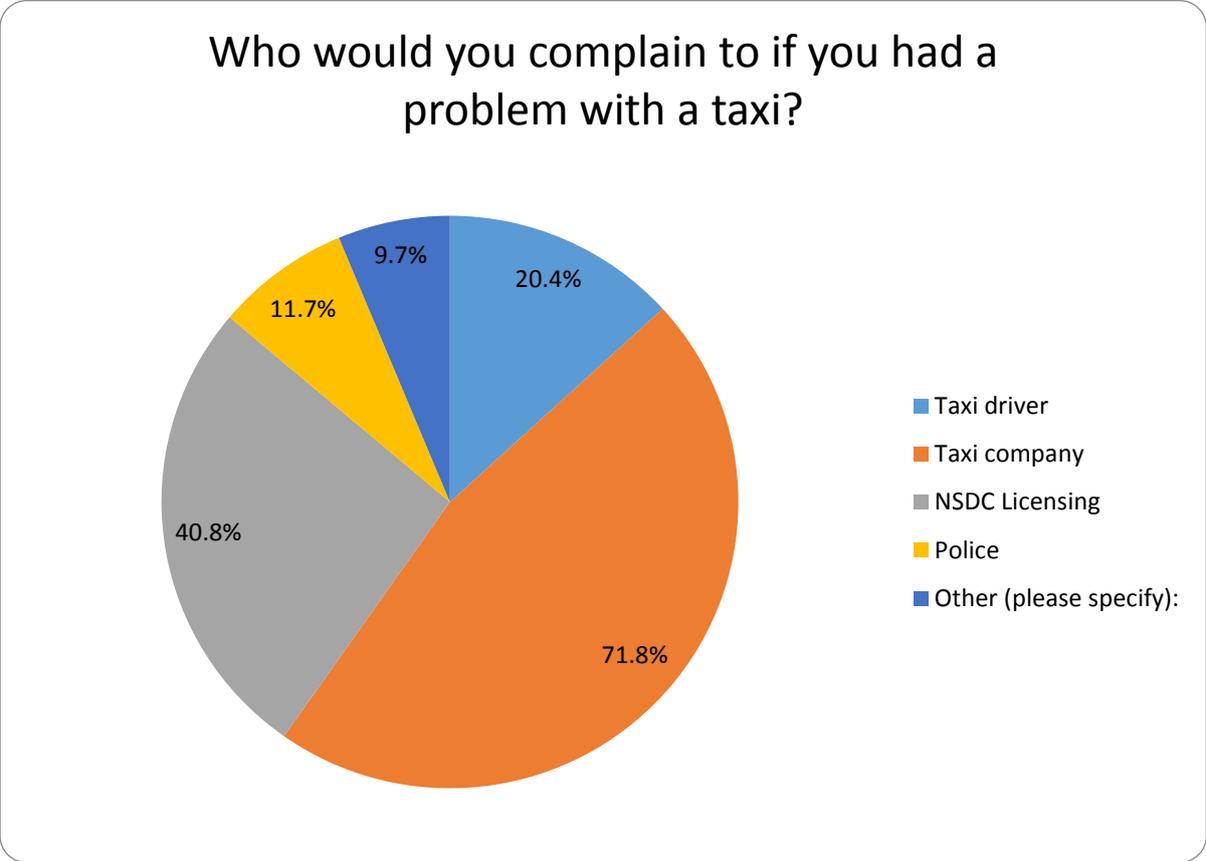
How satisfied were you with your experience of using a wheelchair accessible taxi?



27. Please provide comments as to why you have chosen the answer in the previous question

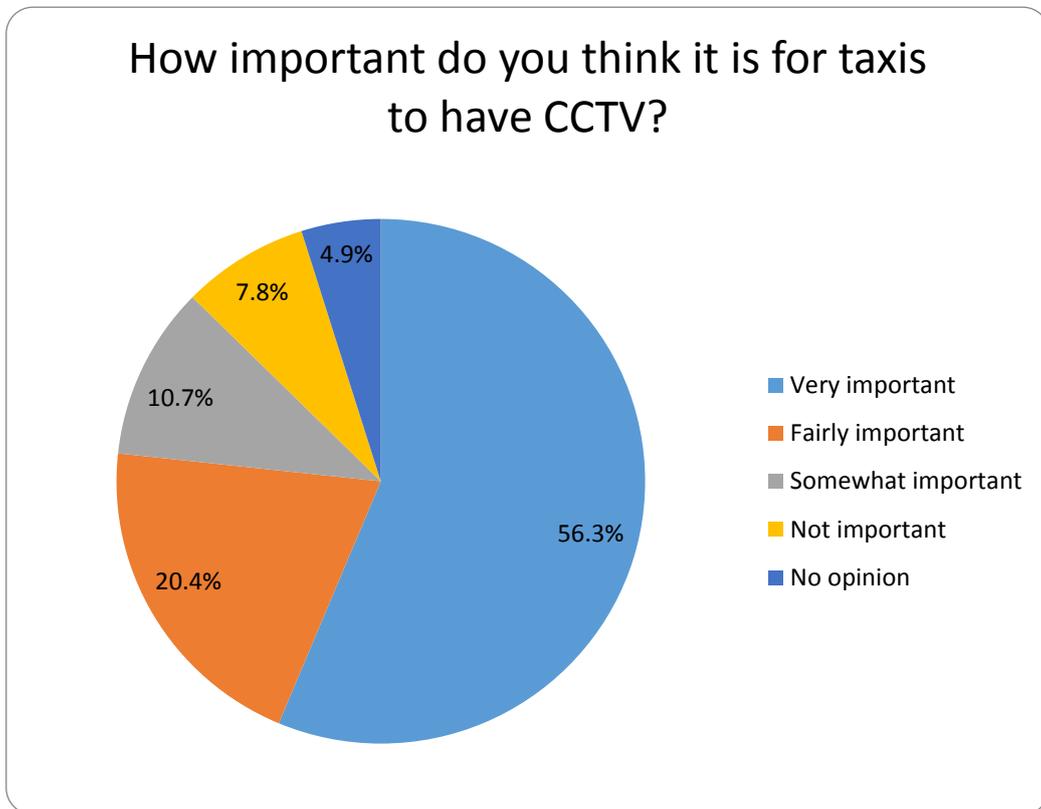
| Answer Choice | Response Percent | Response Total |
|---------------|------------------|-----------------|
| 1 | 100.0% | 10 |
| | | answered |
| | | 10 |
| | | skipped |
| | | 93 |

| 28. Who would you complain to if you had a problem with a taxi? | | |
|---|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Taxi driver | 20.4% | 21 |
| 2 Taxi company | 71.8% | 74 |
| 3 NSDC Licensing | 40.8% | 42 |
| 4 Police | 11.7% | 12 |
| 5 Other (please specify): | 9.7% | 10 |
| | answered | 103 |
| | skipped | 0 |



29. How important do you think it is for taxis to have CCTV?

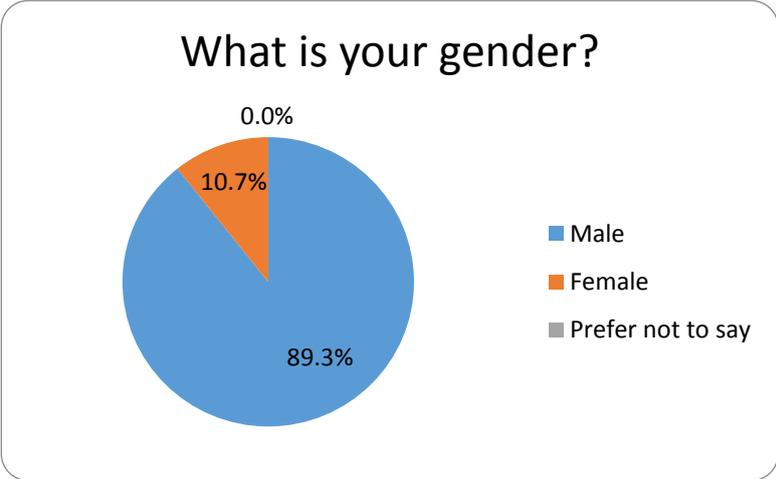
| Answer Choice | | Response Percent | Response Total |
|---------------|--------------------|------------------------|----------------|
| 1 | Very important | 56.3% | 58 |
| 2 | Fairly important | 20.4% | 21 |
| 3 | Somewhat important | 10.7% | 11 |
| 4 | Not important | 7.8% | 8 |
| 5 | No opinion | 4.9% | 5 |
| | | <i>answered</i> | 103 |
| | | <i>skipped</i> | 0 |



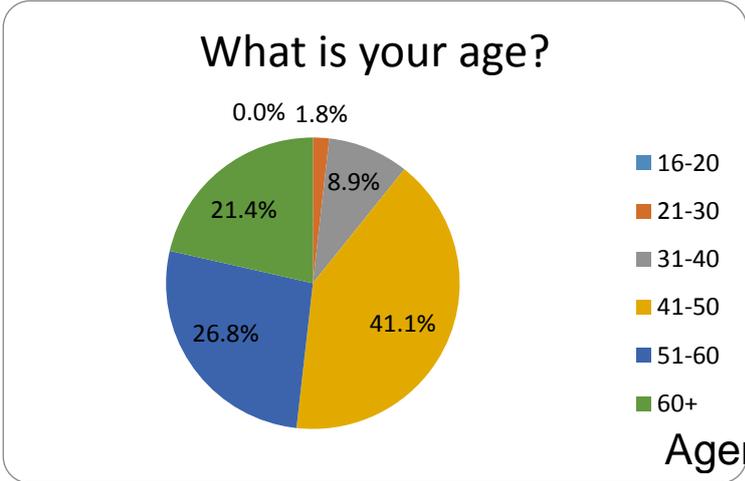
Please provide comments as to why you have chosen the answer in the previous question

| Answer Choice | Response Percent | Response Total |
|---------------|------------------|------------------------|
| 1 | 100.0% | 103 |
| | | <i>answered</i> |
| | | 103 |
| | | <i>skipped</i> |
| | | 0 |

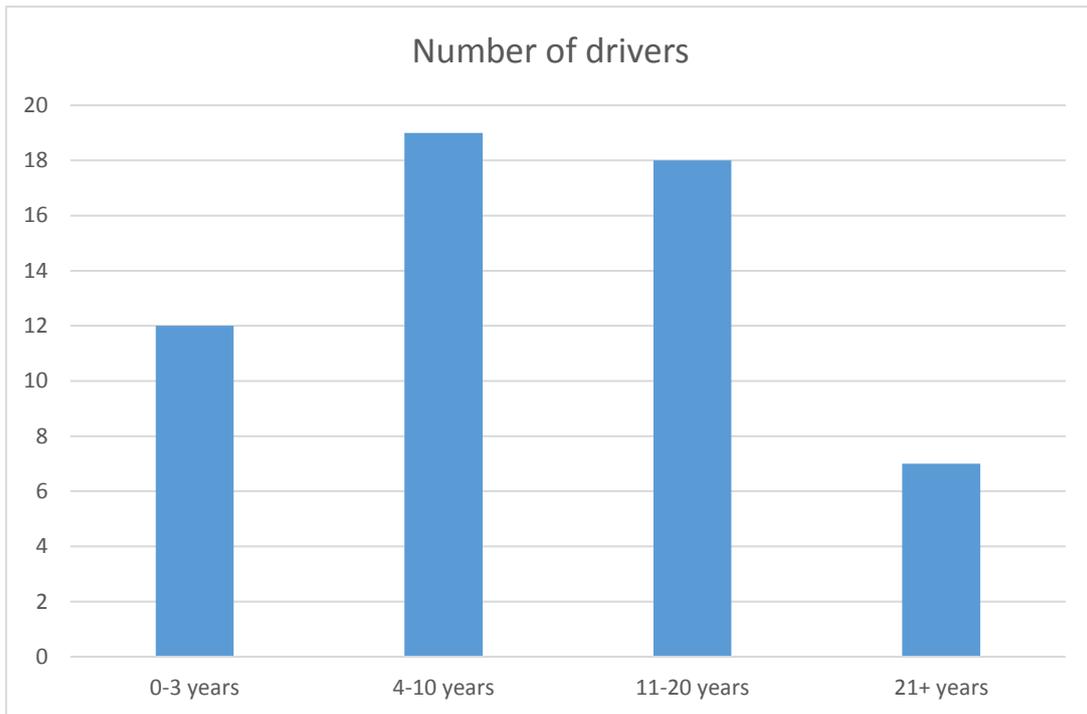
| 1. What is your gender? | | |
|-------------------------|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Male | 89.3% | 50 |
| 2 Female | 10.7% | 6 |
| 3 Prefer not to say | 0.0% | 0 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |



| 2. What is your age? | | |
|----------------------|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 16-20 | 0.0% | 0 |
| 2 21-30 | 1.8% | 1 |
| 3 31-40 | 8.9% | 5 |
| 4 41-50 | 41.1% | 23 |
| 5 51-60 | 26.8% | 15 |
| 6 60+ | 21.4% | 12 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |

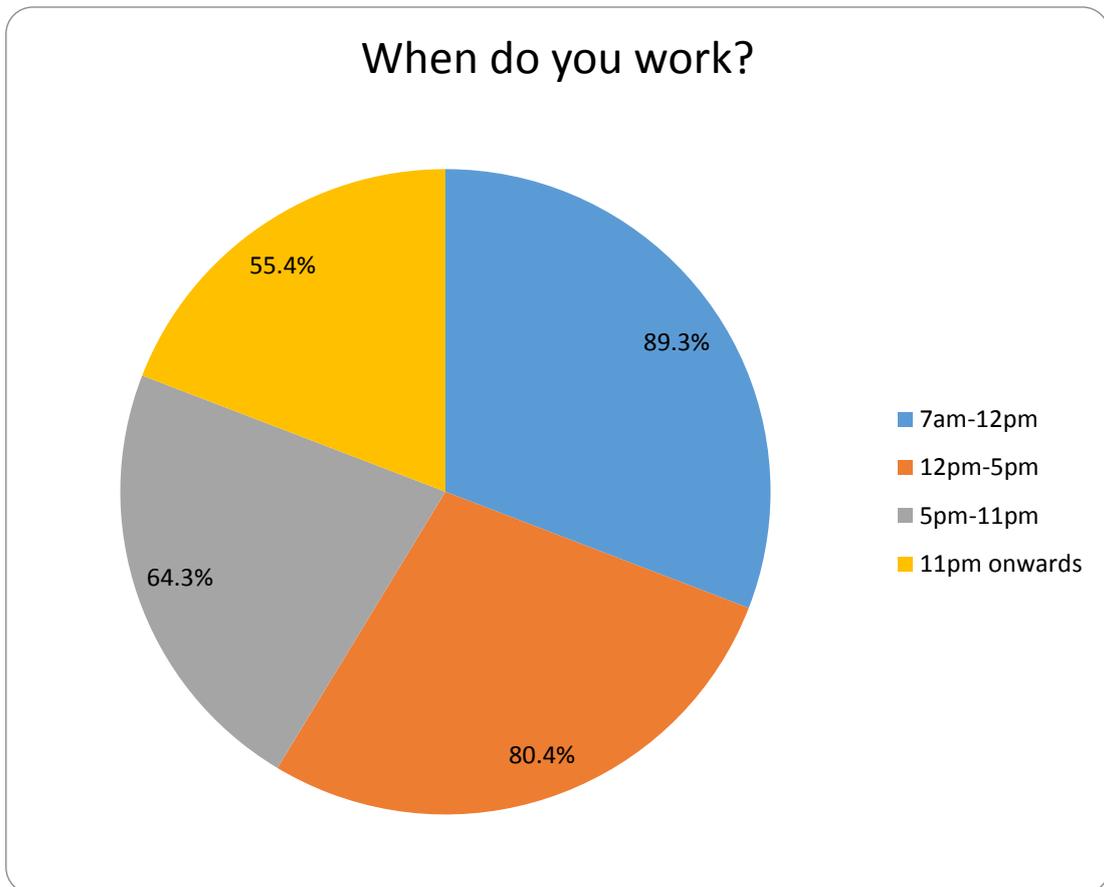


| 3. How long have you been a licensed driver with NSDC? | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 | 100.0% | 56 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |



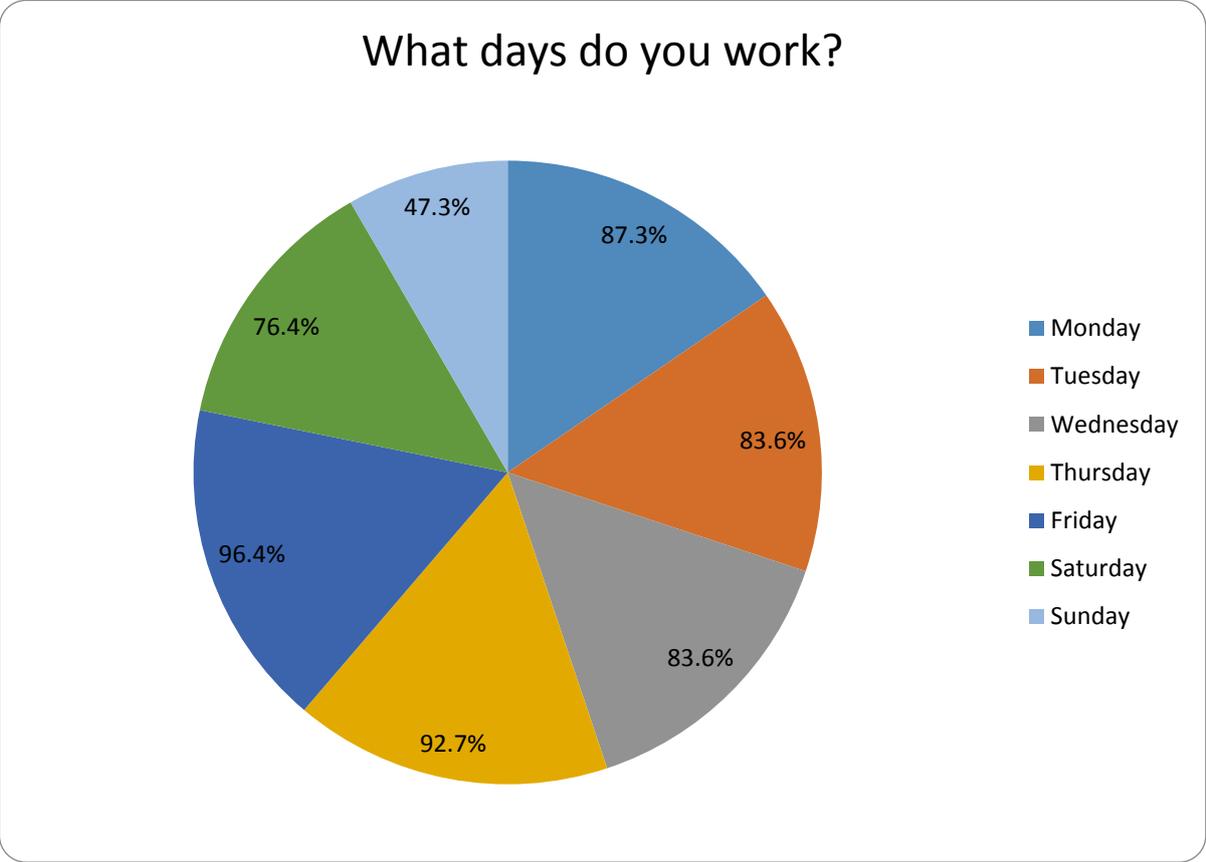
4. When do you work?

| Answer Choice | | Response Percent | Response Total |
|---------------|--------------|------------------|----------------|
| 1 | 7am-12pm | 89.3% | 50 |
| 2 | 12pm-5pm | 80.4% | 45 |
| 3 | 5pm-11pm | 64.3% | 36 |
| 4 | 11pm onwards | 55.4% | 31 |
| | | answered | 56 |
| | | skipped | 0 |



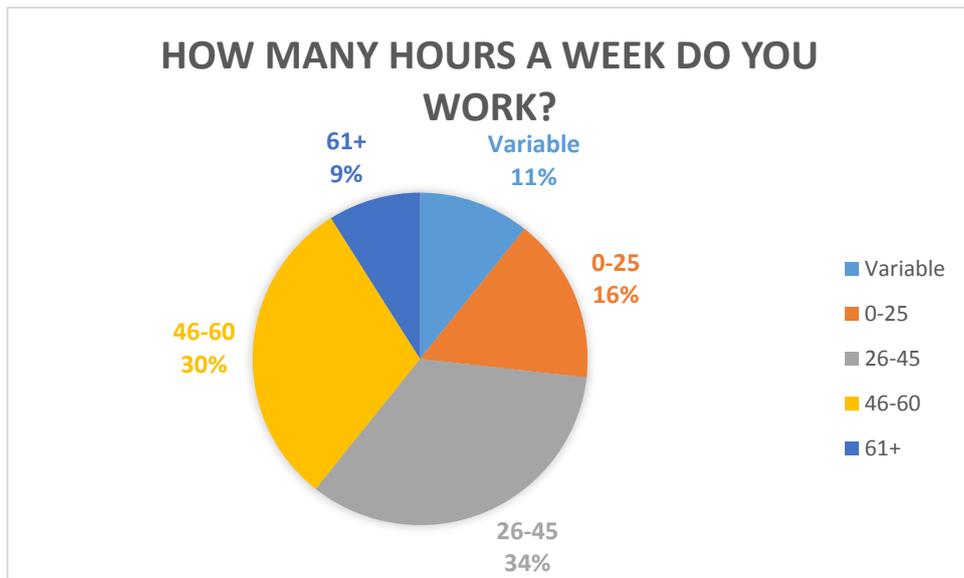
5. What days do you work?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----------|------------------|----------------|
| 1 | Monday | 87.3% | 48 |
| 2 | Tuesday | 83.6% | 46 |
| 3 | Wednesday | 83.6% | 46 |
| 4 | Thursday | 92.7% | 51 |
| 5 | Friday | 96.4% | 53 |
| 6 | Saturday | 76.4% | 42 |
| 7 | Sunday | 47.3% | 26 |
| <i>answered</i> | | | 55 |
| <i>skipped</i> | | | 1 |



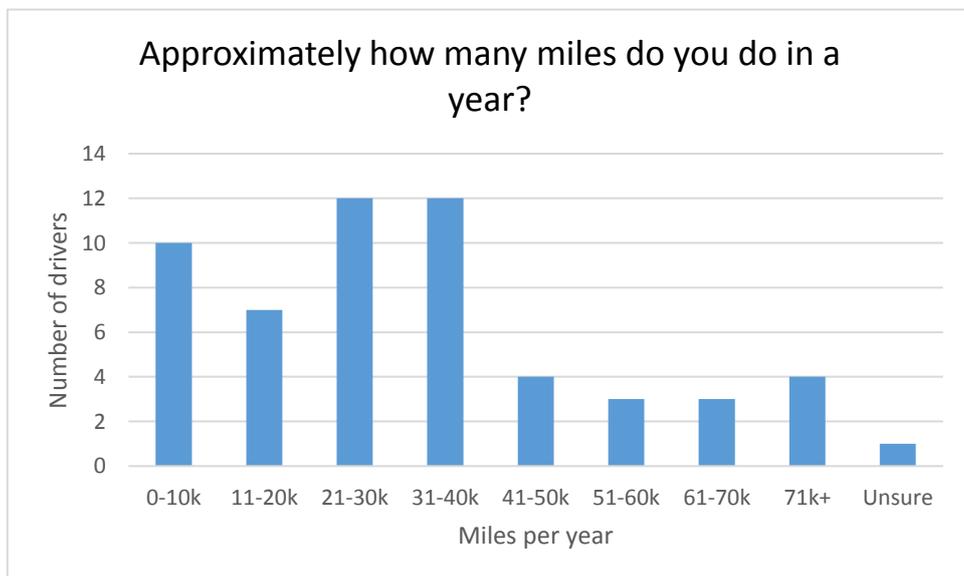
6. How many hours a week do you work?

| Answer Choice | Response Percent | Response Total |
|-----------------|------------------|----------------|
| 1 | 100.0% | 56 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |

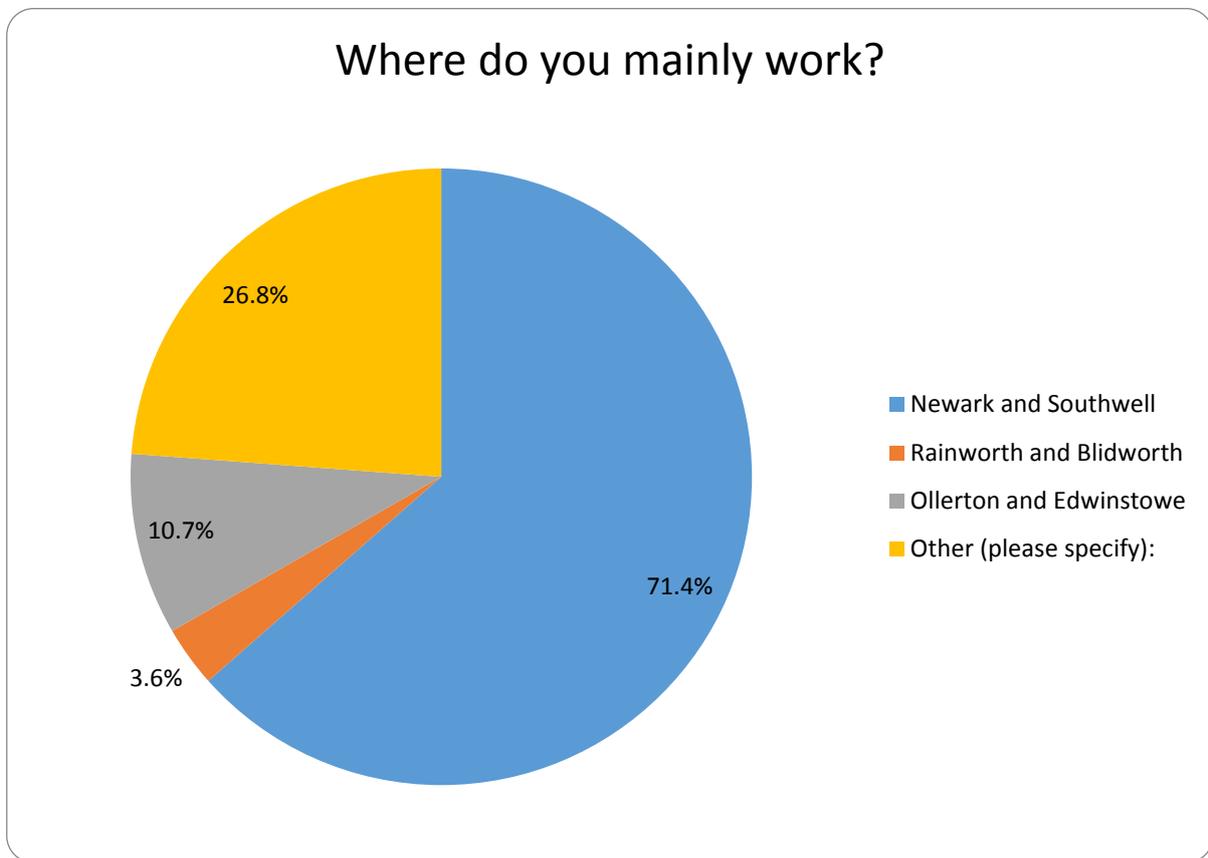


7. Approximately how many miles do you do in year?

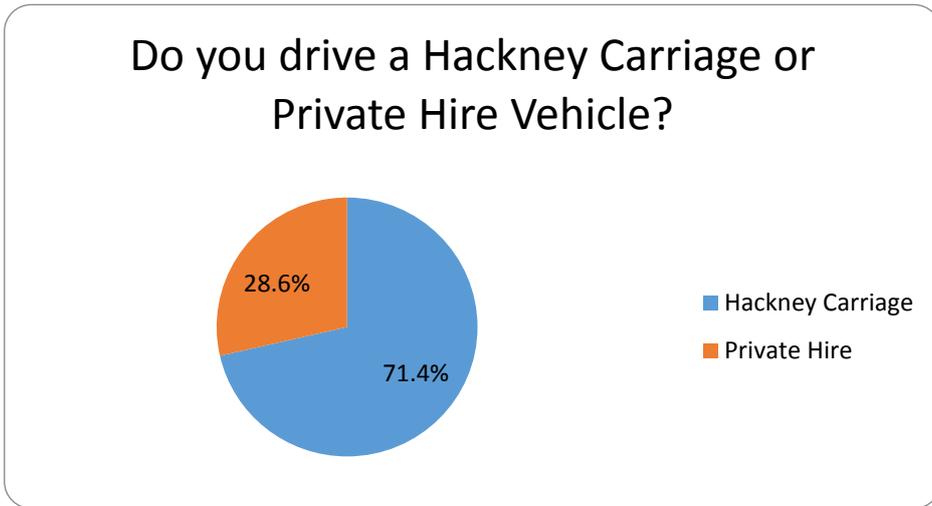
| Answer Choice | Response Percent | Response Total |
|-----------------|------------------|----------------|
| 1 | 100.0% | 56 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |



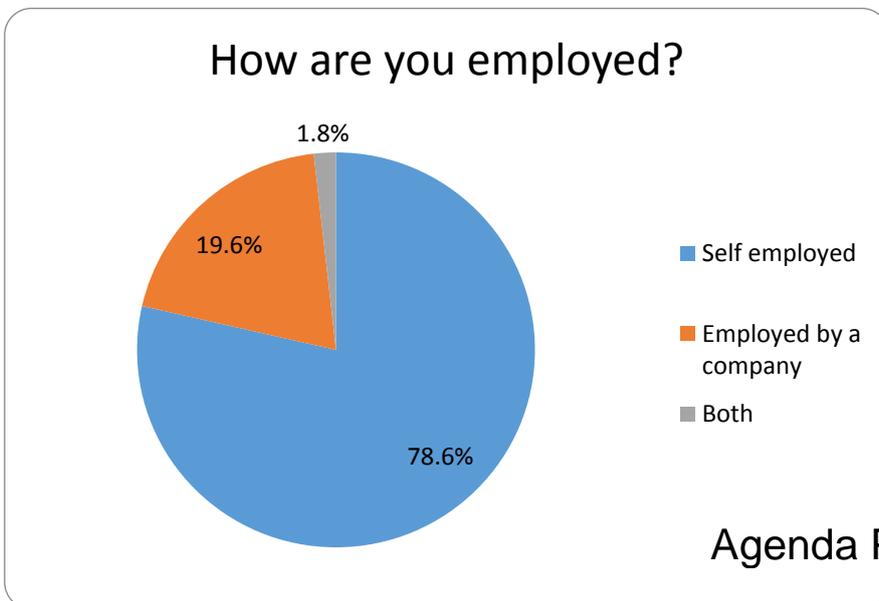
| 8. Where do you mainly work? | | |
|------------------------------|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Newark and Southwell | 71.4% | 40 |
| 2 Rainworth and Blidworth | 3.6% | 2 |
| 3 Ollerton and Edwinstowe | 10.7% | 6 |
| 4 Other (please specify): | 26.8% | 15 |
| answered | | 56 |
| skipped | | 0 |



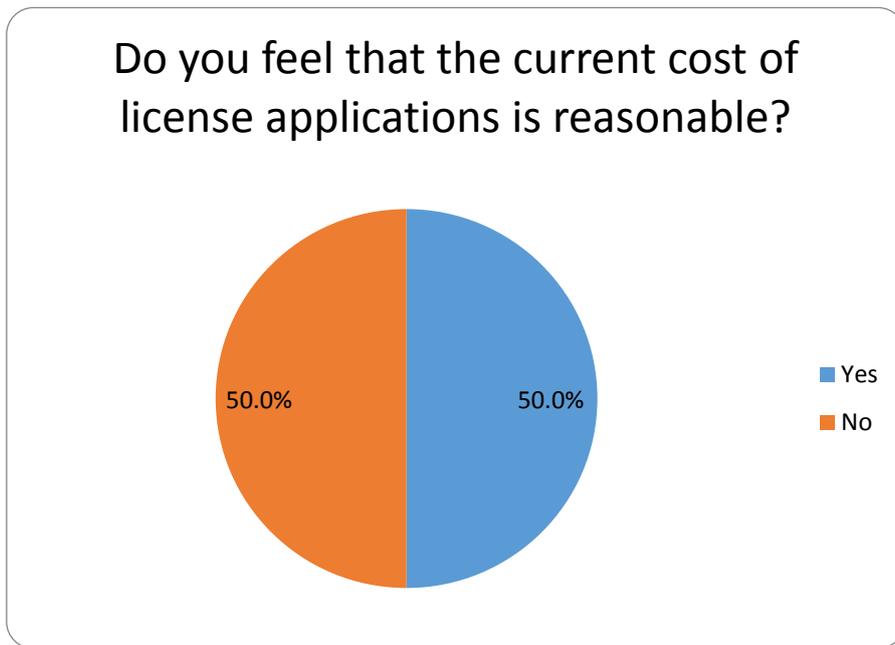
| 9. Do you drive a Hackney Carriage or Private Hire Vehicle? | | |
|---|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Hackney Carriage | 71.4% | 40 |
| 2 Private Hire | 28.6% | 16 |
| answered | | 56 |
| skipped | | 0 |



| 10. How are you employed? | | |
|---------------------------|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Self employed | 78.6% | 44 |
| 2 Employed by a company | 19.6% | 11 |
| 3 Both | 1.8% | 1 |
| answered | | 56 |
| skipped | | 0 |



| 11. Do you feel that the current cost of license applications is reasonable? | | | |
|--|-----|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 50.0% | 28 |
| 2 | No | 50.0% | 28 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |

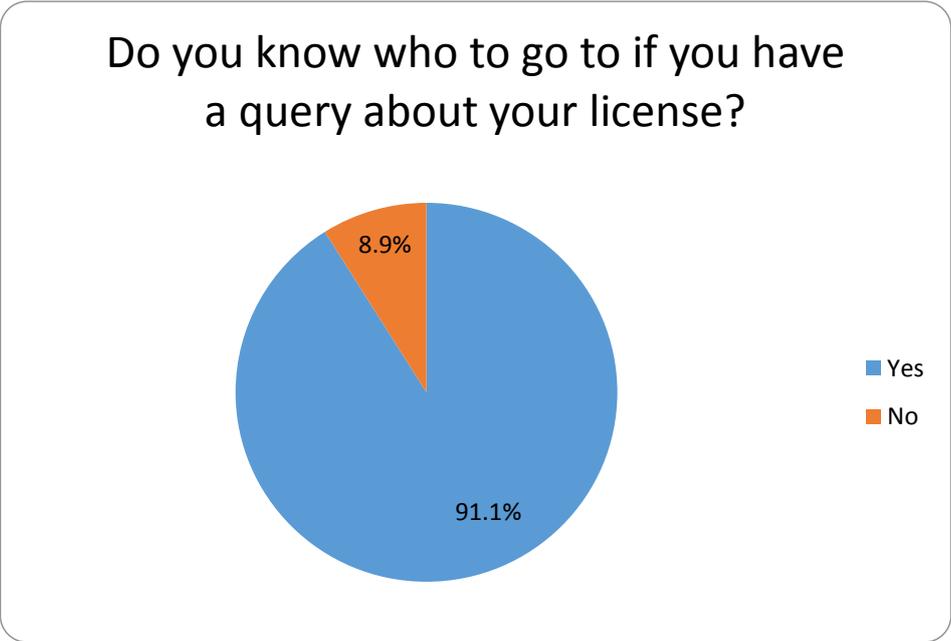


| 12. Please provide a comment as to why you chose the answer on the previous question | | | |
|--|--|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | | 100.0% | 56 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |

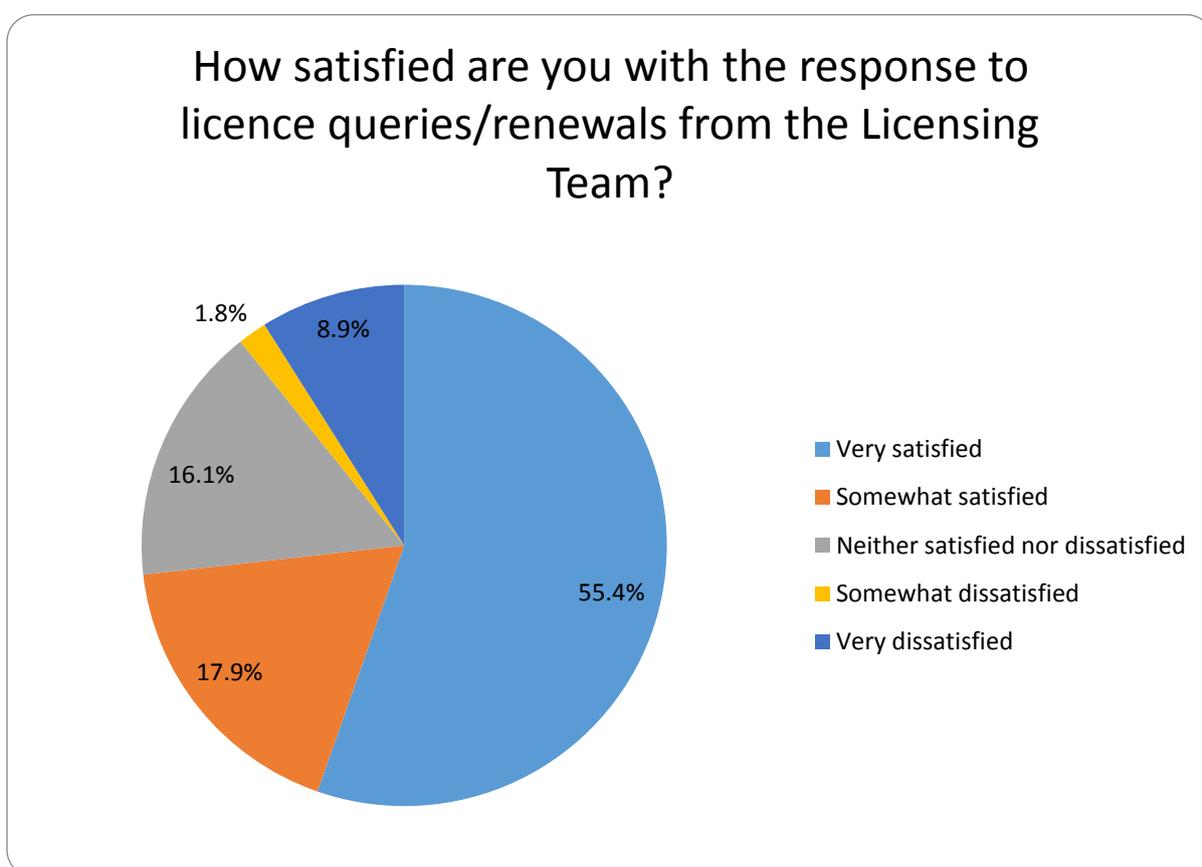
| |
|--|
| cost too much |
| Too expensive |
| i do not believe it represents true cost |
| Due to current circumstances seems some people have had help and others haven't different rules for different people |
| It is a reasonable price in my opinion |
| The cost goes up every year yet our tariffs have gone up once in approx 12 years |
| Overpriced as licensing not interested in what is currently going on in Newark |
| It's a National average fee . |
| I think the cost of the application is correlate with the advantages to drive and work as a taxi driver |
| Arrange |
| nothing to compare the price with. |
| To expensive |
| We have to pay for inspections by the council the licence should be free as we are providing a service to the community. |
| I think they were reasonable before the likes of atrium closing and natk and spencers closing down as this has had a huge impact on the weekends in particular, not to mention the pandemic. |
| A rise in cost is not supposed by regular fare increases |
| £50 + £75 Medical + £13 DBS. Every year????? |
| The private hire company (DigiCars) works in our district and their fees is a fraction comparing with our fees |
| It's not great, but not much is really. |
| To expensive |
| In comparison with other areas fairly reasonable |
| No problem with the price so far |
| It's not too costly to be put off especially after have no work |
| It's similar in other areas |
| We have allocated taxi ranks that are not enforced and the general public continually park on them also given the current climate taxis are continually struggling for customers due to the lack of travel |
| too expensive |
| Compared to other areas |
| Council has helped with local business grants when taxi trade has gone down even %99 in the first 3 months off lockdown |
| na |
| Don't know |
| Based on other authorities charges |
| Helpful |
| Uber pays a lot a lot more and care for drivers |
| fair |
| Not value for money as support with illegals is non-existent |
| Ranks are not kept available for use to use especially Castlegate, Northgate rank has had no signage for 4 years plus. And no enforcement of out of area taxis or companies some even think it's fine for them to use the ranks even though they are private hire! |
| Compared to other councils it's reasonable |
| N/A |
| They have been going up every year without an explanation of why |

| |
|---|
| I mean you're paying just to fill out an application |
| I am struggling to find another driver the cost is a factor |
| I have to supply the finance for new recruits and this impacts on the business |
| It doesnt attract new applicants as it is too expensive |
| it's reasonable compared to Mansfield, Bolsover, Nottingham |
| Its a fair price and the reduction for the Covid year helped. |
| It is a reasonable price in my opinion |
| Compared to other areas |
| It is a reasonable price in my opinion |
| It could be cheaper |
| Breaking the cost over a monthly period in the year then shows it's affordable |
| Because it's really costly |
| Goes up every year,with other expenses we need help |
| it's reasonable compared to Mansfield, Bolsover, Nottingham |
| The taxi business has gone down due to external taxis. |
| The charges are comparable to neighbouring districts although as part of that we should be protected by NSDC Licencing from other out of district plated cars working solely in Newark e.g. Z Cars/DG |
| I believe it is reasonable |
| Taxi rank at Castle Gate is always full of private vehicles meaning it cannot be used. Also, the renewal fee does not include replacing |

| 13. Do you know who to go to if you have a query about your license? | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Yes | 91.1% | 51 |
| 2 No | 8.9% | 5 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |

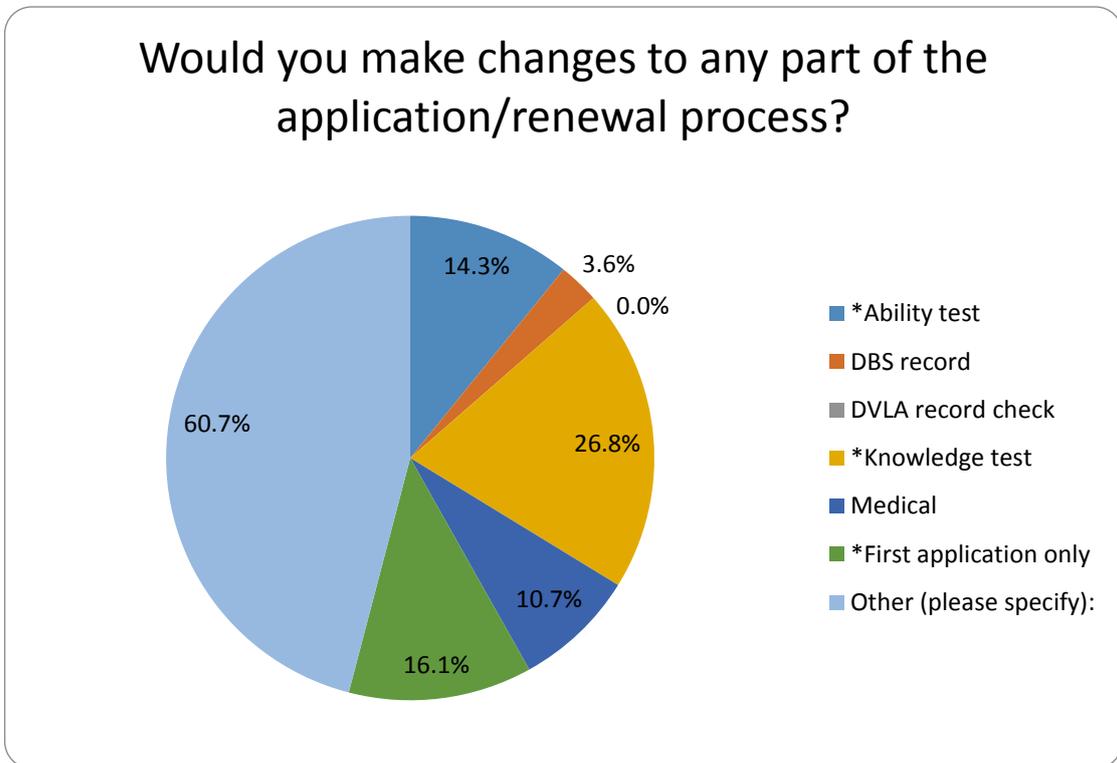


| 14. How satisfied are you with the response to licence queries/renewals from the Licensing Team? | | | |
|--|------------------------------------|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Very satisfied | 55.4% | 31 |
| 2 | Somewhat satisfied | 17.9% | 10 |
| 3 | Neither satisfied nor dissatisfied | 16.1% | 9 |
| 4 | Somewhat dissatisfied | 1.8% | 1 |
| 5 | Very dissatisfied | 8.9% | 5 |
| | | <i>answered</i> | 56 |
| | | <i>skipped</i> | 0 |



| 15. Please provide a comment as to why you chose the answer on the previous question | | | |
|--|--|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | | 100.0% | 56 |
| | | <i>answered</i> | 56 |
| | | <i>skipped</i> | 0 |

| 16. Would you make changes to any part of the application/renewal process? | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 *Ability test | 14.3% | 8 |
| 2 DBS record | 3.6% | 2 |
| 3 DVLA record check | 0.0% | 0 |
| 4 *Knowledge test | 26.8% | 15 |
| 5 Medical | 10.7% | 6 |
| 6 *First application only | 16.1% | 9 |
| 7 Other (please specify): | 60.7% | 34 |
| answered | | 56 |
| skipped | | 0 |

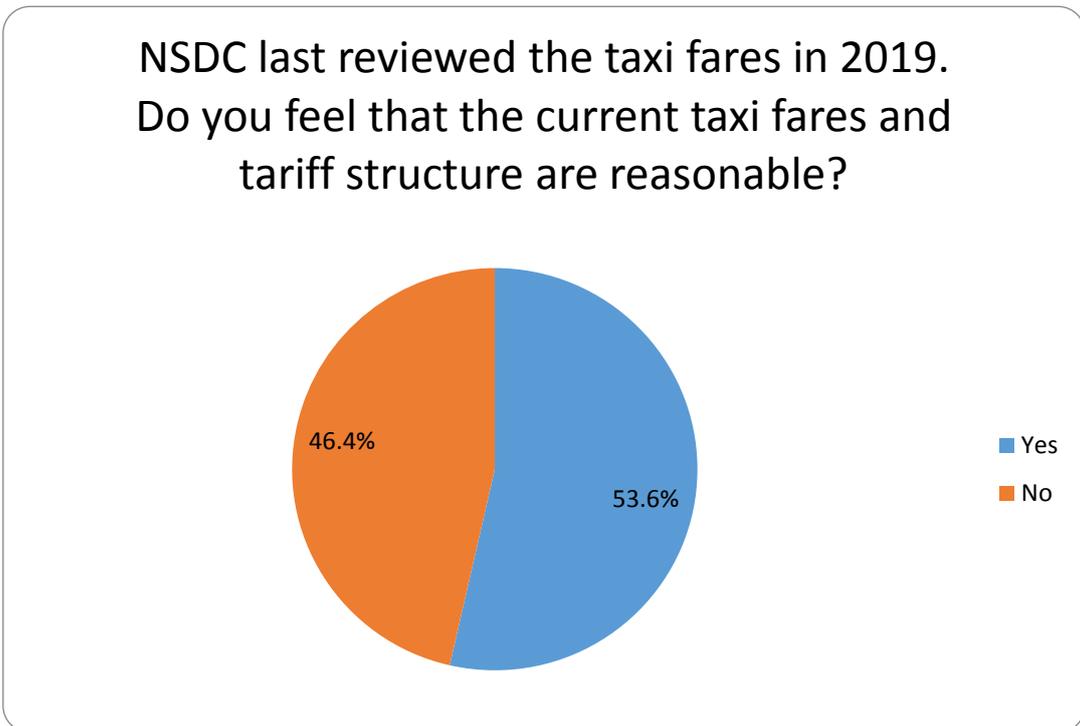


| 17. What changes, if any, would you make to the application/renewal process? | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 | 100.0% | 56 |
| answered | | 56 |
| skipped | | 0 |

| |
|--|
| make knowledge test easier |
| Less expensive and a far far quicker turnaround |
| length of time it takes |
| Over the phone renewal and online |
| Xxx |
| Feel it is pointless |
| I would stop all taxi operations by Wolverhampton plated taxi in Newark. |
| None |
| Not sure if this is what you expected as an answer or if somewhere on the next steps is another question more relevant for my answer, but the only one think which is not reasonable is the age of 8 years of the car where you are allowed to apply for renewal. This cars are expensive, and if they are in good condition and in standards of MOT, this period should be at least 10 years. |
| Online |
| none |
| Local |
| As a psv driver I don't need a ability test by a driving instructor and the knowledge test is outdated when most taxi's have satnav. |
| Reduced costs |
| Have undated plates on Vehicles and get Annual reminders from licensing to pay fee this would reduce the cost of having new plates made up every year |
| . |
| Extend the period for using the vehicle |
| None come to mind |
| None |
| Improve driving standards/testing |
| n/a |
| Use of sat nave taking over |
| The knowledge test seems very much based on the taxi business and isn't so relevant for drivers working in other areas for the majority of bookings. Modern technology has changed the business. And private hire bookings don't alter from a pre agreed price. So, the knowledge test doesn't really have any relevance to certain businesses. |
| None |
| Have not look yet in to it |
| Application Process needs to focus more on the quality of driving and traveller experience |
| None |
| na |
| N/A |
| As above |
| I think it could be done online |
| Should not be anything lije that |
| none |
| For renewal- a simple declaration to state that personal details have not change |
| English speaking test and mathematics test |
| None |
| N/A |
| All drivers to know local area/roads without resorting to sat nav |
| More affordable, quicker to put through |

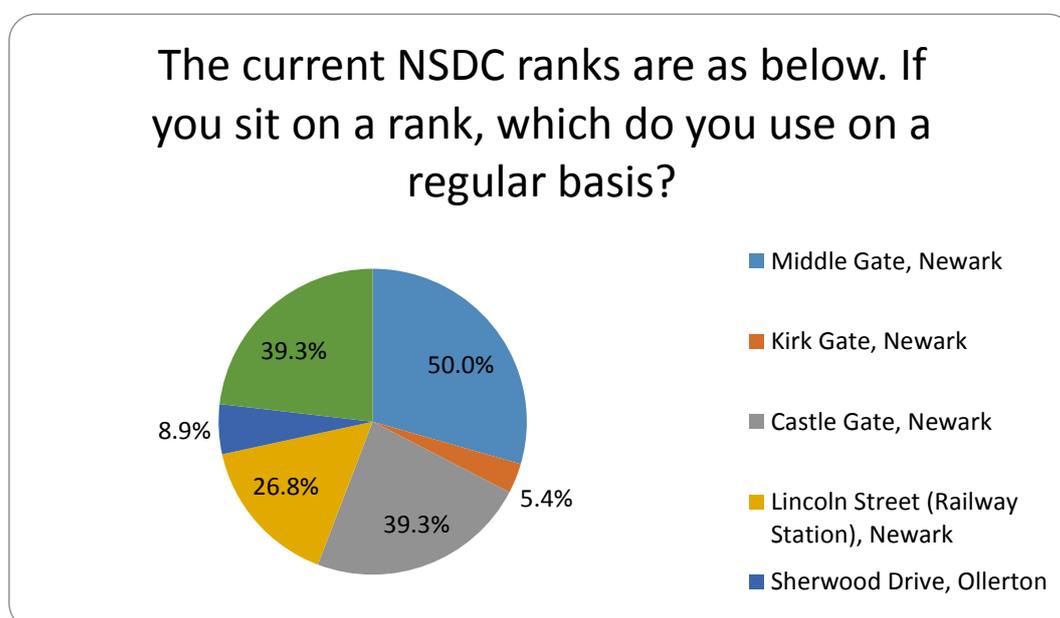
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|--|
| use of sat nav should be in the test - its more up to date than using a map. |
| Allow local GP's to do medical as then we could shop around for best price. |
| speed up the process and make it completely accessible online |
| None |
| None |
| None |
| More focus on passengers experience quality of service |
| None |
| Make sure drivers can speak English |
| Should be paid on direct debit yearly not on a card payment |
| N/A |
| Change first application to involve proof of local knowledge by driving around the district to addresses picked by someone from taxi licensing |
| None |
| Be able to use other doctors that are also qualified to do same tests as the council requires. |
| It needs speeding up to make recruiting drivers easier |
| None |
| Remove ability test or have it conducted by DSA. |

| 18. NSDC last reviewed the taxi fares in 2019. Do you feel that the current taxi fares and tariff structure are reasonable? | | | |
|---|-----|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 53.6% | 30 |
| 2 | No | 46.4% | 26 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |



| 19. Please provide a comment as to why you chose the answer on the previous question | | | |
|--|--|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | | 100.0% | 56 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |

| 20. The current NSDC ranks are as below. If you sit on a rank, which do you use on a regular basis? | | | |
|---|--|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Middle Gate, Newark | 50.0% | 28 |
| 2 | Kirk Gate, Newark | 5.4% | 3 |
| 3 | Castle Gate, Newark | 39.3% | 22 |
| 4 | Lincoln Street (Railway Station), Newark | 26.8% | 15 |
| 5 | Sherwood Drive, Ollerton | 8.9% | 5 |
| 6 | I do not use ranks | 39.3% | 22 |
| | | answered | 56 |
| | | skipped | 0 |

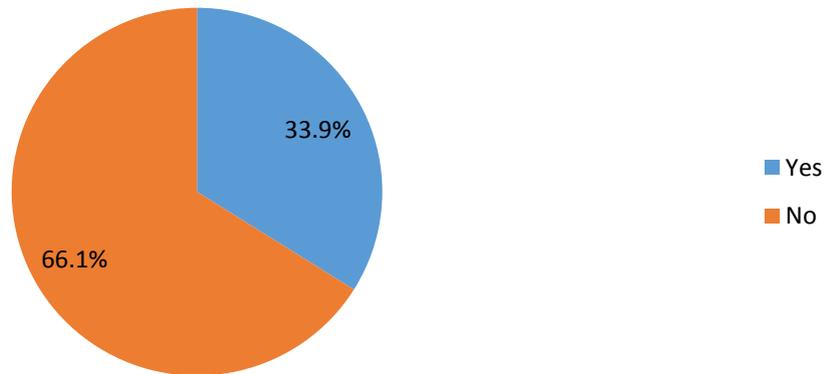


| 21. Do you feel that there is a need for more ranks in the district? If so, in which areas? | | | |
|---|--|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | | 100.0% | 56 |
| | | answered | 56 |
| | | skipped | 0 |

22. Currently, vehicles must be under 4 years old on first registration and not over 8 years on renewal. A wheelchair accessible vehicle must be under 7 years of aged when first licensed and not over 12 years on age of renewal. Do you feel that this is reasonable?

| Answer Choice | | Response Percent | Response Total |
|-----------------|-----|------------------|----------------|
| 1 | Yes | 33.9% | 19 |
| 2 | No | 66.1% | 37 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |

Currently, vehicles must be under 4 years old on first registration and not over 8 years on renewal. A wheelchair accessible vehicle must be under 7 years of aged when first licensed and not over 12 years on age of renewal. Do you feel that this is reason



23. What alterations, if any, would you suggest to the age policy?

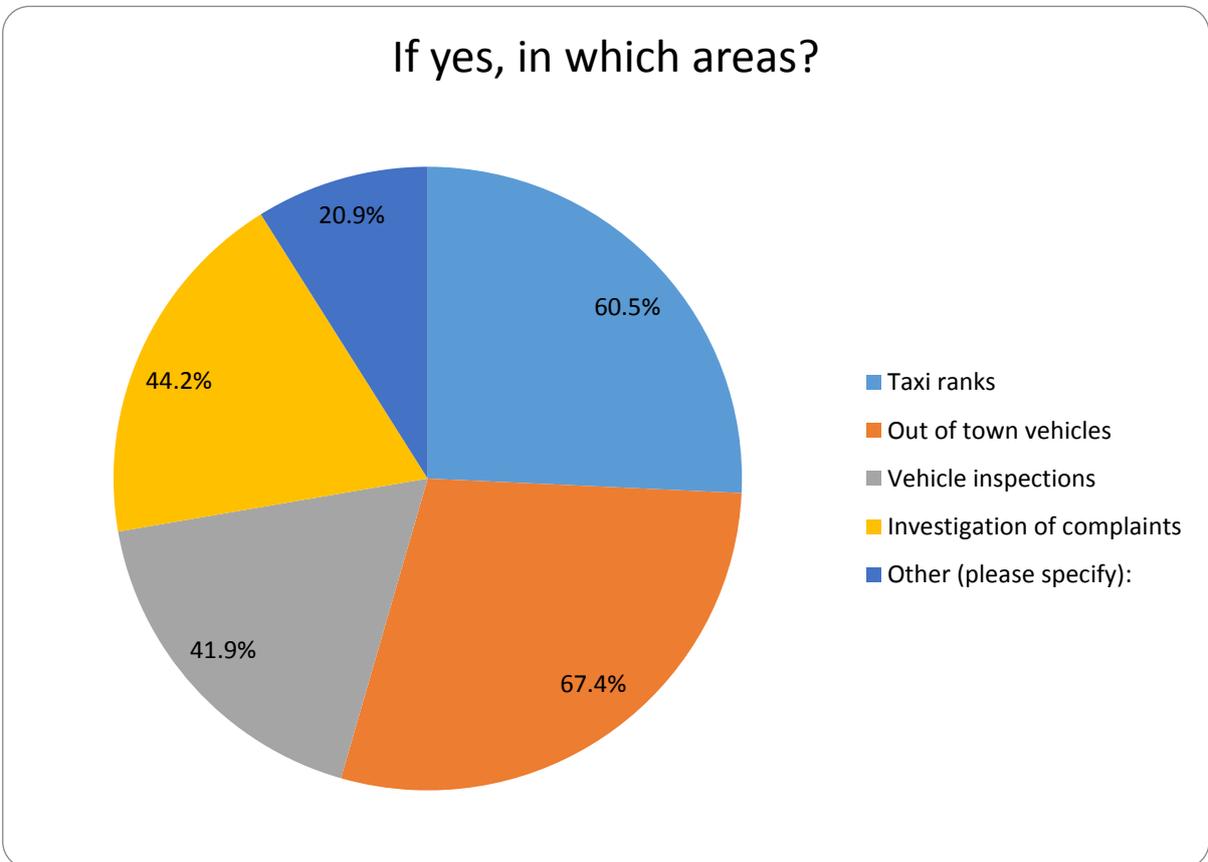
| Answer Choice | | Response Percent | Response Total |
|-----------------|--|------------------|----------------|
| 1 | | 100.0% | 56 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |

| |
|--|
| change to older vehicles |
| Cars are too expensive now, make cars 8 years on first registration |
| a car should be assessed on its condition not age |
| None |
| 5 years on first registration , 10 years on renewal if passed MOT |
| The age of the car when first registered should be more |
| As per Lincoln and Wolverhampton if it moves license it |
| I believe in line with many other authorities we should be able to own a vehicle for at least 1 more year .It's hard to maintain a living and save £15 thousand for the next car in 4years |
| No over 10 years of age on renewal for Hackney Carriage taxis |
| Car's should run more than 8 years as in most other councils as don't seem fair buses wheel chair vehicles private ambulance can run longer so what is the difference they all built the same and need a MOT |
| none |
| Many cars under 5 years old are in very good condition, low mileage etc |
| This only applies to nsdc cars are better built and last longer these days and 10 years is not old for a car or minibus which is maintained on a regular basis. |
| I feel that those starting up a business would benefit with the age restriction being a couple years older, so they then have 2 years to earn to get a newer vehicle, maybe this could be introduced where if the car is 5 to 6 years old then the applicant must show a full service history. |
| I think we should be able to license any vehicle up to 8 years old and be able to keep them until they are 10 years old. This would save us buying newer high mileage cars then having high maintenance costs. We can buy car older cars with very low mileage cheaper. Modern cars last much longer. |
| Cheaper renewals |
| Expand the period of using a normal car to 10 years,and a wheelchair accessible vehicle to 15 |
| 10 years for renewal of licenced vehicle. |
| Max 6 years on first registration and up to 10 year old till finished |
| 6 years old when first licensed but with full service history and a maximum mileage limit |
| Extend the maximum age in the case where the vehicle is obviously still in good condition |
| None |
| Up to 5 years old vehicles for first registration |
| I know I may be on my own on this however technology in vehicles is forever changing and mor more modern vehicles are becoming safer, the arguments I have heard regarding low mileages etc is irrelevant as I know of vehicles in these categories that have had airbags fail to deploy due to age also these vehicle may pass Mot inspections but as a passenger carrying vehicle these vehicles do tens of thousands of miles per year and being honest offer 4-5 continuous years of use they become unreliable, inefficient and less comfortable for customers due to the wear inside the vehicles, I understand that some of the other taxi drivers have missed out on income due to the pandemic However I feel you have been totally reasonable giving an extra year in this circumstance, you have it at 4 years to licence and the ability to run it for a further 4 years that in my book is the perfect scenario |
| Non |
| None they are reasonable and offer the traveller a quality vehicle |
| 5 or even 6 years will help a lot , even if is temporary for the next 2-3 years until we recover business income |
| na |
| None |

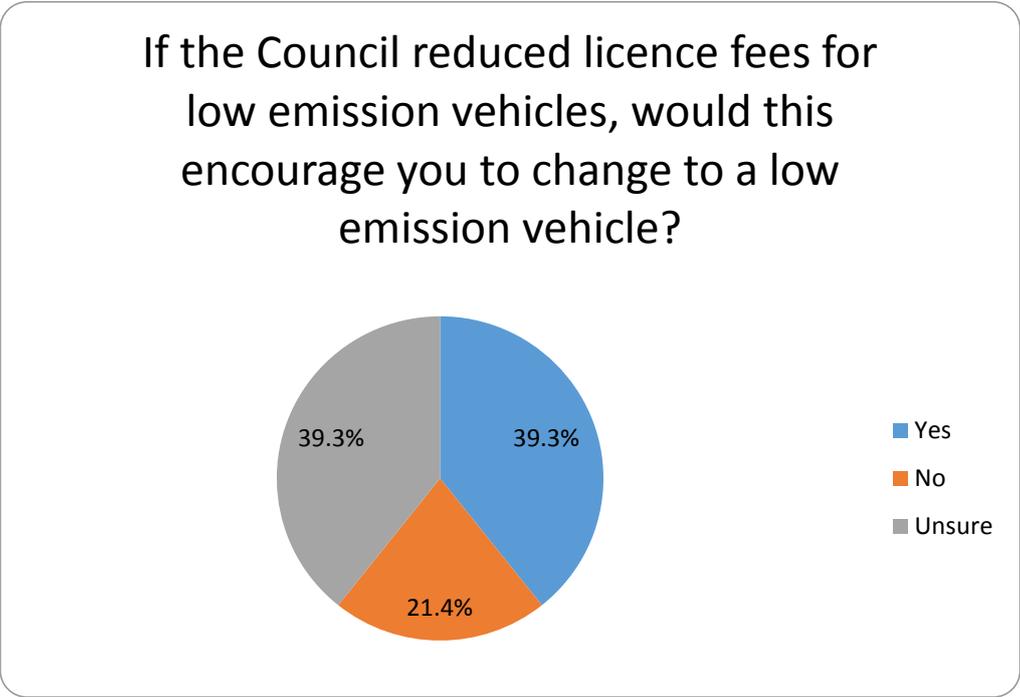
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|---|
| When buying a car for taxi use, a 4 year old as opposed to 10 year old will be more expensive to buy obviously. This is an area which I believe should be under constant observation, but as a starting point, 6 and 10 years respectively would seem a reasonable point to start |
| I think the standard for the age of the vehicle should be right across-the-board no matter where you are in the country different councils of different age policies which doesn't make it fair |
| Wolverhampton allows 12 years car to become a taxi money is not going out of your pocket so you don't care roads are messed up and you want a new car for taxi |
| Condition of vehicle. |
| If the vehicle passes it's test then I is good enough to do it's job. - unfair business competition with other councils — I.e. higher costs, changing vehicles |
| 6 years with rac/and inspection on first and upto 10 years old with the current council yard inspections |
| At least 10 years, if not be realistic about a 8 year old taxi just because it's 8 years old doesn't stop it being road worthy.if it's got dents rust and failing mots I understand but some are really looked after by drivers and companies |
| for a standard car is not reasonable ,min 5 max 10 |
| 5year old or under when first registered and keep till 10yrs old keep same regulations as now for wheelchair vehicle,s |
| First registration at 4 years old, some people can't afford cars that age. Especially one man banders. |
| none |
| If a vehicle passes an MOT then it is fit for the road. If a wheelchair vehicle can be licensed for twelve years then so can a car as it has to fit the same criteria for road worthiness |
| The age of 8 years old is not reasonable, it should be increased to at least 10 years to make it more financially viable |
| No alterations |
| None |
| 5 years on first registration , 10 years on renewal if passed MOT |
| None |
| 5 years on first registration , 10 years on renewal if passed MOT |
| 5 years |
| None |
| N/A |
| 5yr old for first license and keep till 10yrs old if car is road worthy decided by council test |
| No alterations |
| 5 or 6 years because the quality of cars nowadays are much more better than years ago plus its really expensive for a 4 year old car. |
| Up to 6 years or based on a low CO2 level so green vehicles are usable regardless of age. E.g hybrids |
| None |
| The 4 year 1st registration time is acceptable and sensible. The 8 year renewal time seems ludicrous. This is especially the case for minibuses which are considerably more expensive to both purchase, run and maintain. I would suggest an increase to 10 years and further still for multi seater vehicles (proper 7-8 seater ones) and further still for wheelchair vehicles. It would always be in councils power to refuse to renew a vehicle under this age if it was no longer of acceptable standard and condition. It will cost me approximately £40,000 to replace my vehicle and to it I cannot see how i can economically do that. |

| 24. Would you support more taxi enforcement in the district? | | | |
|--|-----|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 76.8% | 43 |
| 2 | No | 23.2% | 13 |
| answered | | | 56 |
| skipped | | | 0 |

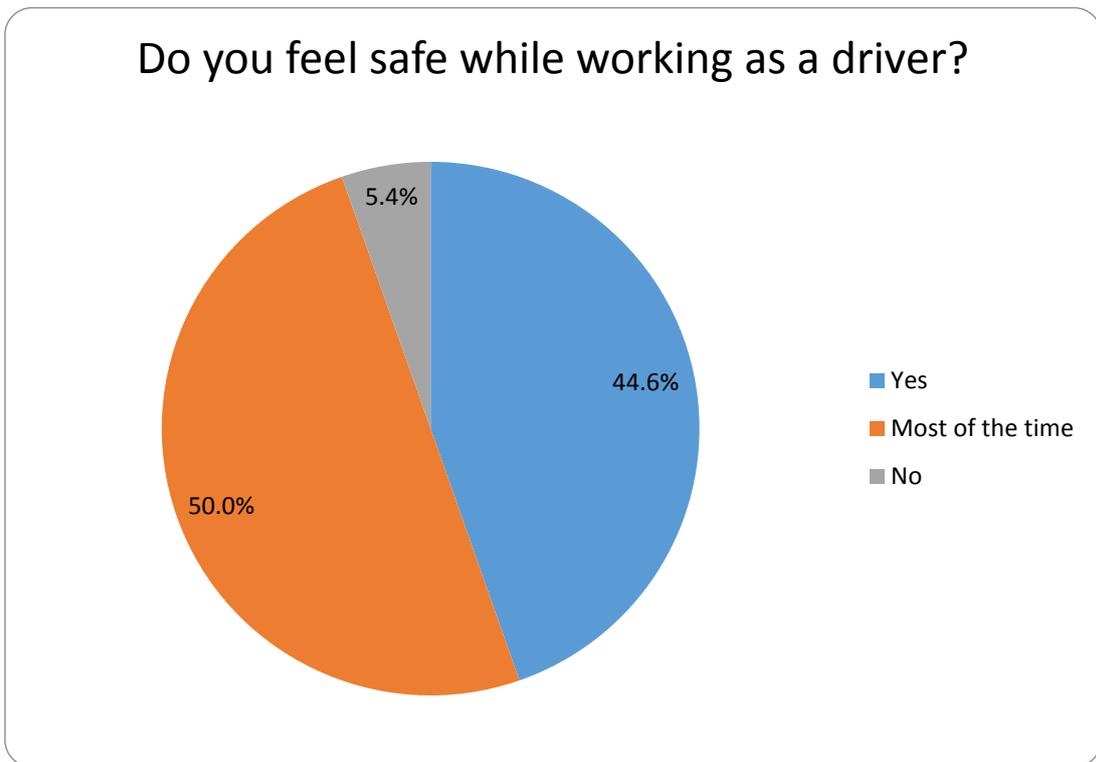
| 25. If yes, in which areas? | | | |
|-----------------------------|-----------------------------|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Taxi ranks | 60.5% | 26 |
| 2 | Out of town vehicles | 67.4% | 29 |
| 3 | Vehicle inspections | 41.9% | 18 |
| 4 | Investigation of complaints | 44.2% | 19 |
| 5 | Other (please specify): | 20.9% | 9 |
| answered | | | 43 |
| skipped | | | 13 |



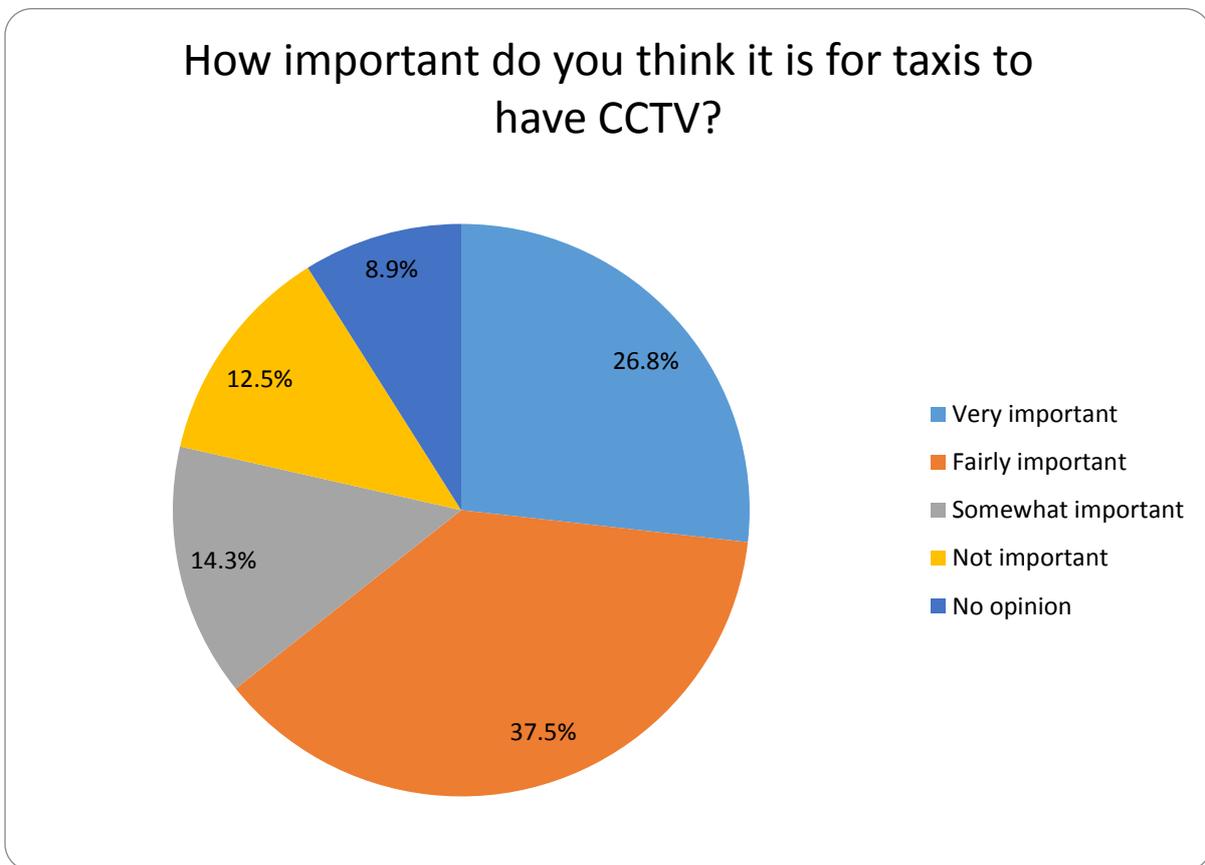
| 26. If the Council reduced licence fees for low emission vehicles, would this encourage you to change to a low emission vehicle? | | | |
|--|--------|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 39.3% | 22 |
| 2 | No | 21.4% | 12 |
| 3 | Unsure | 39.3% | 22 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |



| 27. Do you feel safe while working as a driver? | | |
|---|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Yes | 44.6% | 25 |
| 2 Most of the time | 50.0% | 28 |
| 3 No | 5.4% | 3 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |

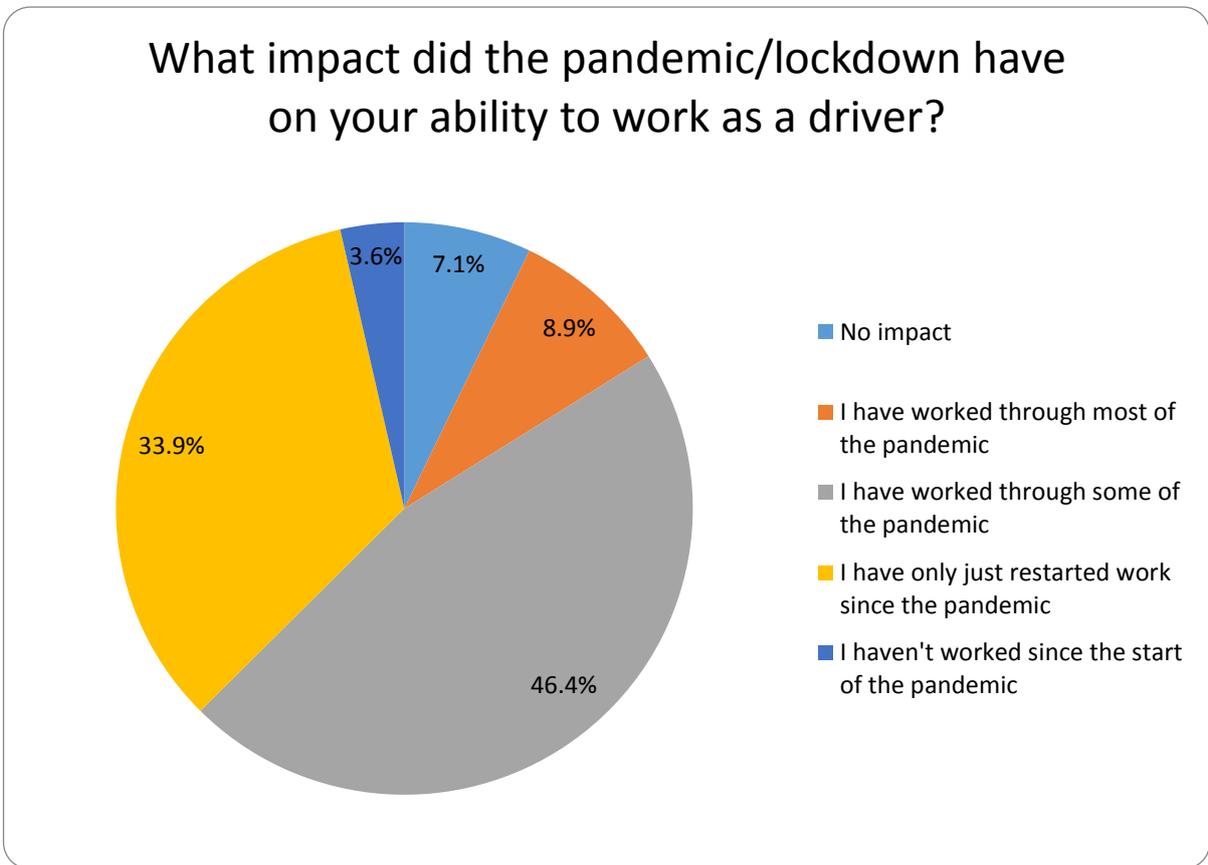


| 28. How important do you think it is for taxis to have CCTV? | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 Very important | 26.8% | 15 |
| 2 Fairly important | 37.5% | 21 |
| 3 Somewhat important | 14.3% | 8 |
| 4 Not important | 12.5% | 7 |
| 5 No opinion | 8.9% | 5 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |

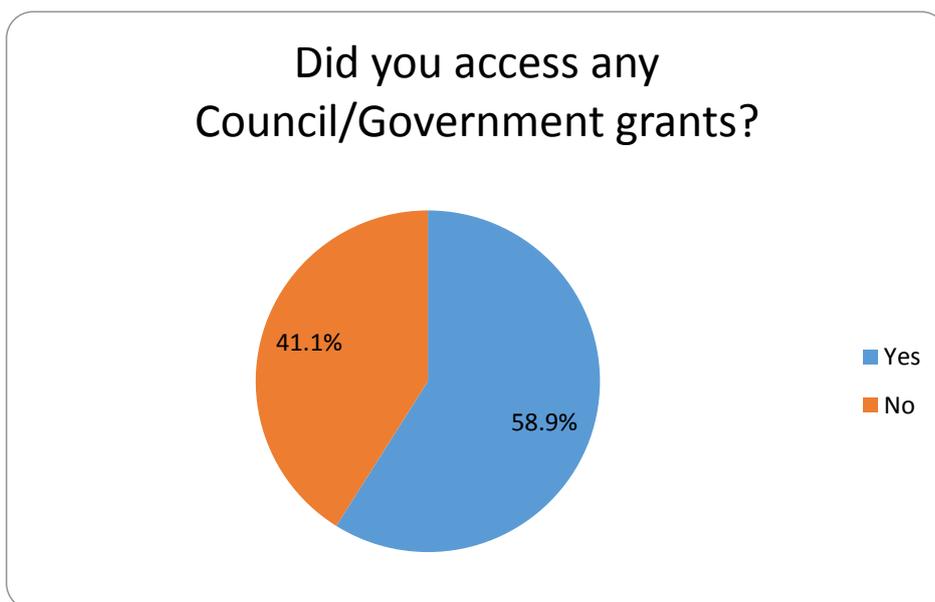


| 29. Please provide a comment as to why you chose the answer on the previous question | | |
|--|------------------|----------------|
| Answer Choice | Response Percent | Response Total |
| 1 | 100.0% | 56 |
| <i>answered</i> | | 56 |
| <i>skipped</i> | | 0 |

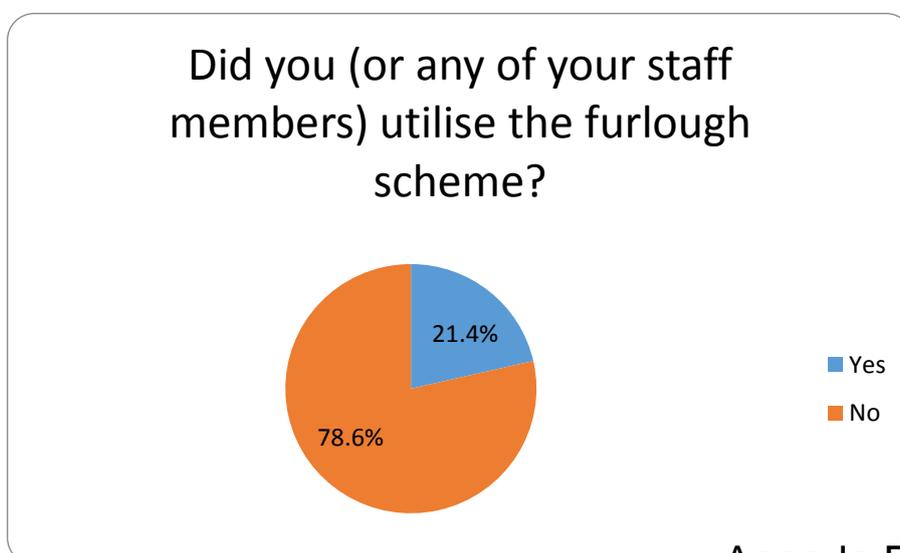
| 30. What impact did the pandemic/lockdown have on your ability to work as a driver? | | | |
|---|--|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | No impact | 7.1% | 4 |
| 2 | I have worked through most of the pandemic | 8.9% | 5 |
| 3 | I have worked through some of the pandemic | 46.4% | 26 |
| 4 | I have only just restarted work since the pandemic | 33.9% | 19 |
| 5 | I haven't worked since the start of the pandemic | 3.6% | 2 |
| | | answered | 56 |
| | | skipped | 0 |



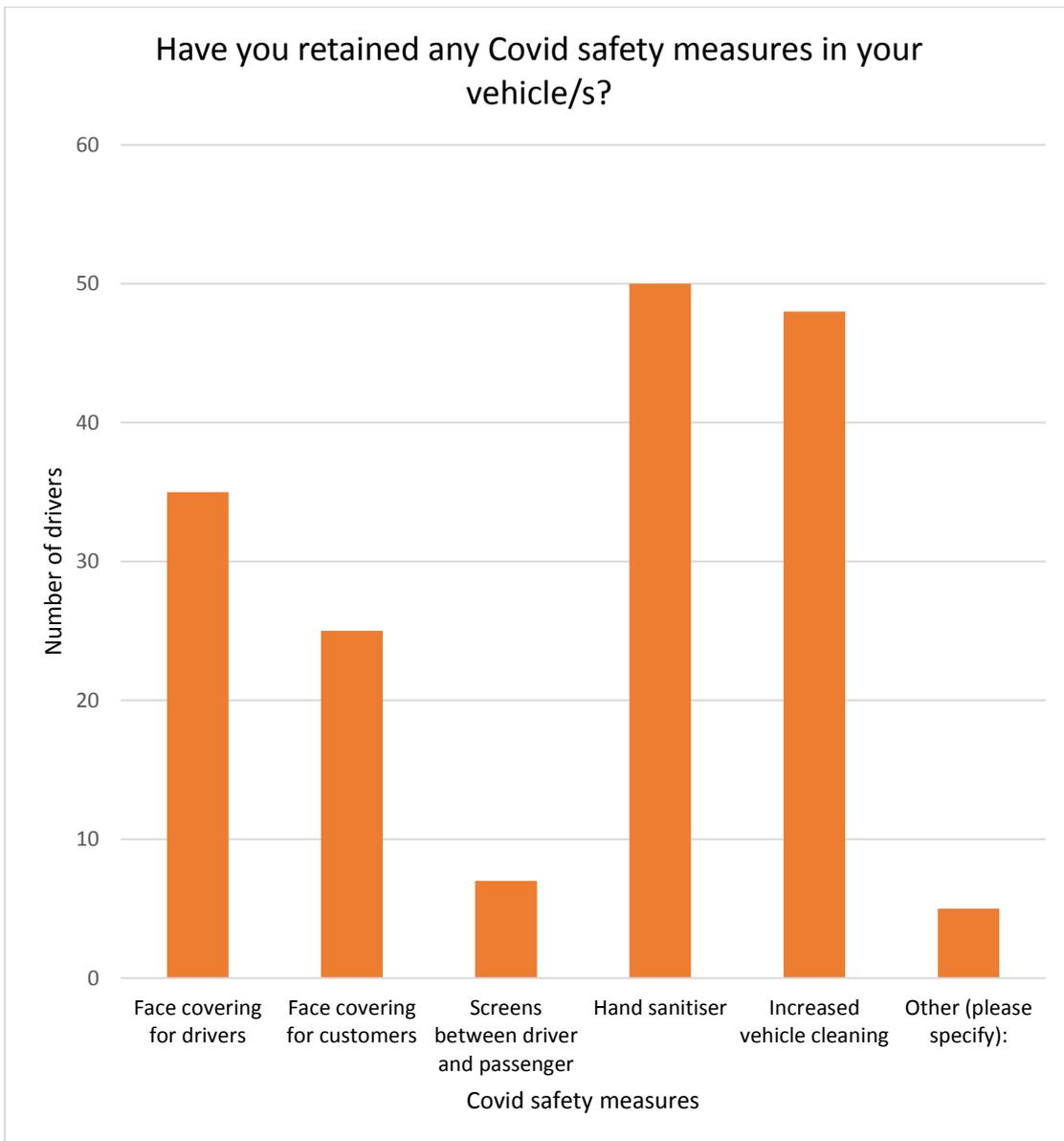
| 31. Did you access any Council/Government grants? | | | |
|---|-----|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 58.9% | 33 |
| 2 | No | 41.1% | 23 |
| answered | | | 56 |
| skipped | | | 0 |



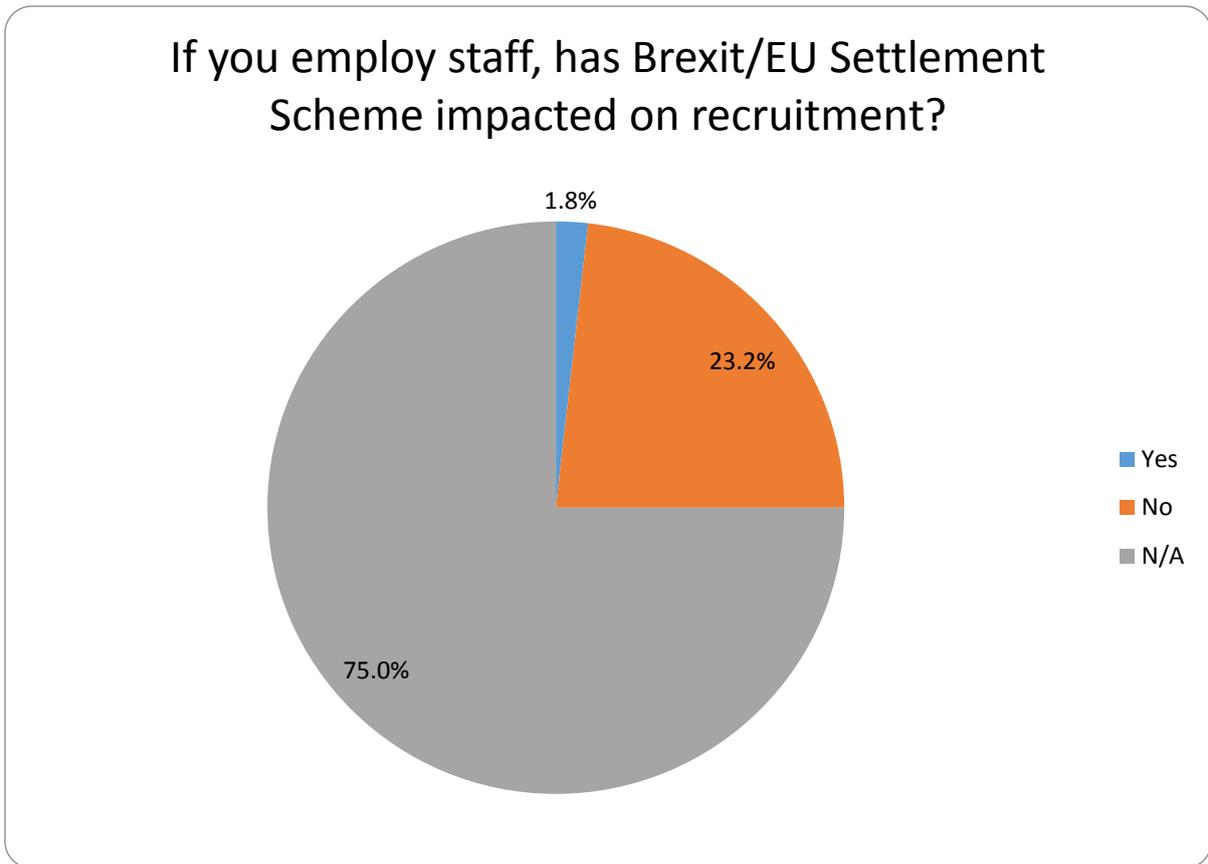
| 32. Did you (or any of your staff members) utilise the furlough scheme? | | | |
|---|-----|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 21.4% | 12 |
| 2 | No | 78.6% | 44 |
| answered | | | 56 |
| skipped | | | 0 |



| 33. Have you retained any Covid safety measures in your vehicle/s? | | | |
|--|--------------------------------------|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Face covering for drivers | 62.5% | 35 |
| 2 | Face covering for customers | 44.6% | 25 |
| 3 | Screens between driver and passenger | 12.5% | 7 |
| 4 | Hand sanitiser | 89.3% | 50 |
| 5 | Increased vehicle cleaning | 85.7% | 48 |
| 6 | Other (please specify): | 8.9% | 5 |
| | | answered | 56 |
| | | skipped | 0 |



| 34. If you employ staff, has Brexit/EU Settlement Scheme impacted on recruitment? | | | |
|---|-----|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes | 1.8% | 1 |
| 2 | No | 23.2% | 13 |
| 3 | N/A | 75.0% | 42 |
| <i>answered</i> | | | 56 |
| <i>skipped</i> | | | 0 |



GENERAL PURPOSES COMMITTEE

10 MARCH 2022

UPDATE ON PERFORMANCE AND ENFORCEMENT MATTERS

1.0 Purpose of Report

1.1 To inform the Committee of the activity and performance of the Licensing Team and to provide Members with details of current ongoing enforcement issues.

2.0 Background

2.1 A new applicant for a Hackney Carriage/Private Hire Drivers or Private Ambulance Drivers Licence have to undergo various checks. These include a: Disclosure and Barring check; DVLA check; two references are required; Group II medical; and knowledge & ability tests.

2.2 This report covers the period from 1 October to 31 December 2021 inclusive and sets out the range and number of licence applications during this period. It also highlights any activity required as a result of the applications.

| Application Type | New Applications Received | Renewal of Applications Received | Number Issued | Comments |
|--|----------------------------------|---|----------------------|--|
| Hackney Carriage/ Private Hire Driver | 6 | 10 | 13 | 3 new applications still pending |
| Ambulance Drivers | 7 | 7 | 12 | 1 new application withdrawn. 1 new application still pending. |
| Hackney Carriage Vehicles | 3 | 12 | 15 | |
| Private Hire Vehicles | 2 | 9 | 11 | |
| Private Ambulance Vehicle Licence | 1 | 39 | 40 | |

2.3 Street Collections

The table below sets out the numbers of collections undertaken within the reporting period of 1 October to 31 December 2021 and the charities supported. The organisations undertaking the collections are required to complete a return that sets out the 80% of the collection that is returned to the charity.

| Charity | Location | Date | Total amount collected | % returned to charity |
|---------------------------------|-----------------|-------------|-------------------------------|------------------------------|
| Macmillan Cancer Support | Southwell | 2.11.2021 | £711.23 | 100% |
| Betel UK | Southwell | 15.12.2021 | £508.01 | 100% |
| Southwell & District Lions Club | Southwell | 18.12.2021 | £643.99 | 100% |

2.4 House to House Collections

The table below sets out the numbers of collections undertaken within the reporting period of 1 October to 31 December 2021 and the charities supported. The organisations undertaking the collections are required to complete a return that sets out the 80 % of the collection that is returned to the charity.

| Charity | Date | Total Amount Collected | % Returned to Charity |
|---|---------------------------|------------------------|-----------------------|
| Child and Teenage Cancer and Leukaemia Foundation | November 2021 | £89.00 | 100% |
| Cancer Research and Genetics UK | May to November 2021 | £180 | 80% |
| Children with Cancer UK | 17 November 2021 | £52.92 | 85% |
| World Cancer Care | November to December 2021 | £50.30 | 100% |
| Edwinstowe & the Dukeries Lions Club | 1 to 20 December 2021 | £7,356.00 | 95% |
| Southwell and District Lions Club | 7 -23 December 2021 | £7,796.75 | 97% |
| Rotary Club of Ravenshead and Blidworth | 1 to 24 December 2021 | £763.37 | 91% |

2.5 Enforcement Issues

Hackney Carriage/Private Hire Ongoing Enforcement Activity between 1 October to 31 December 2021

| Location | Activity | Date Case Opened | Action Taken So Far |
|----------------------------|---|------------------|--|
| Middle Gate, Newark | Taxi Inspection | 01.11.2021 | HC Inspection – all in order |
| North Gate, Newark | Taxi Inspection | 01.11.2021 | HC Inspection – all in order |
| Castle Gate, Newark | Report of a taxi driver loading passengers into the boot of his vehicle | 01.11.2021 | The driver was interviewed and explained that the person who climbed into the boot was seated in one of two pop up seats in the boot area. LEO was satisfied with the explanation but advised him to load passengers through the side doors not the boot. No further action. |
| Middle Gate, Newark | Taxi Inspection | 02.11.2021 | 4 actions (front and rear washers not working, no warning triangle, no spare bulbs). LEO followed up with a further inspection where all but one action had been done. Another inspection done in December and found all in order. |
| North Gate Station, Newark | Taxi Inspection | 02.11.2021 | HC inspection. All in order. |
| North Gate Station, Newark | Taxi Inspection | 02.11.2021 | HC inspection. All in order. |
| Castle Gate, Newark | Verbally aggressive taxi driver | 23.11.2021 | LEO spoke to the driver, who denied being rude or aggressive. LEO advised on the conduct expected from licensed drivers. |

3.0 RECOMMENDATION

That the Committee consider the contents of the report and identifies any issues it wishes to examine further.

For further information please contact Nicola Rowlands on extension 5894

Matt Finch
Director – Communities & Environment

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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