



**TRAFFORD**  
**COUNCIL**

**AGENDA PAPERS FOR  
PUBLIC PROTECTION SUB-COMMITTEE MEETING**

**Date: Thursday, 22 September 2016**

**Time: 6.00 pm**

**Place: Council Chamber Trafford Town Hall, Talbot Road, Stretford, Manchester,  
M32 0TH**

<b>A G E N D A</b>	<b>PART I</b>	<b>Pages</b>
1.	<b>ATTENDANCES</b>  To note attendances, including Officers and any apologies for absence.	
2.	<b>MINUTES</b>  To receive and if so determined, to approve as a correct record the Minutes of the meeting held on 21 <sup>st</sup> July 2016.	1 - 4
3.	<b>REQUEST FOR REVIEW OF VEHICLE LICENCE CONDITION - VEHICLE IDENTIFICATION PLATE</b>  To consider a report of the Head of Regulatory Services.	5 - 8
4.	<b>HACKNEY CARRIAGE UNMET DEMAND STUDY 2015</b>  To consider a report of the Head of Regulatory Services.	9 - 18
5.	<b>URGENT BUSINESS (IF ANY)</b>  Any other item or items (not likely to disclose "exempt information") which, by reason of special circumstances (to be specified), the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.	
6.	<b>EXCLUSION RESOLUTION (REMAINING ITEMS)</b>  Motion (Which may be amended as Members think fit):	

## Public Protection Sub-Committee - Thursday, 22 September 2016

That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of “exempt information” which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006, and specified on the agenda item or report relating to each such item respectively.

- |    |  |                |         |
|----|--|----------------|---------|
| 7. | <b>APPLICATION FOR THE GRANT OF A PRIVATE HIRE DRIVER'S LICENCE - CONVICTION THAT EXCEEDS THE SCHEME OF DELEGATION</b> | <b>PART II</b> |         |
|    | To consider a report of the Head of Regulatory Services.   | Para. 1        | 19 - 22 |
| 8. | <b>PRIVATE HIRE DRIVER'S LICENCE</b>   | <b>PART II</b> |         |
|    | To consider a report of the Head of Regulatory Services.   | Para. 1        | 23 - 32 |
| 9. | <b>URGENT BUSINESS (IF ANY)</b>  |                |         |

**THERESA GRANT**  
Chief Executive

### Membership of the Committee

Councillors M. Whetton (Chairman), A. Mitchell (Vice-Chairman), S.K. Anstee, A. Duffield, M. Freeman, D. Jarman, M. Sephton, E.W. Stennett and J. Smith

### Further Information

For help, advice and information about this meeting please contact:

Natalie Owen, Democratic & Scrutiny Officer  
Tel: 0161 912 4221  
Email: [natalie.owen@trafford.gov.uk](mailto:natalie.owen@trafford.gov.uk)

This agenda was issued on **Tuesday, 13 September 2016** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall, Talbot Road, Stretford M32 0TH.

## **PUBLIC PROTECTION SUB-COMMITTEE**

**21 JULY 2016**

### **PRESENT**

Councillor M. Whetton (in the Chair).

Councillors A. Mitchell (Vice-Chairman), S.K. Anstee, A. Duffield, D. Jarman, M. Sephton, E.W. Stennett and J. Smith

#### In attendance

J. Boyle	- Licensing Team Leader
G. Levy	- Regulatory Services Mgr (Trading Standards & Licensing)
M. Jones	- Interim Head of Legal Services
N. Owen	- Democratic and Scrutiny Officer

### **APOLOGIES**

An apology for absence was received from Councillor M. Freeman

#### **1. MEMBERSHIP OF PUBLIC PROTECTION SUB-COMMITTEE AND TERMS OF REFERENCE**

RESOLVED: That the Membership and Terms of Reference for the Public Protection Sub-Committee be noted.

#### **2. MINUTES**

RESOLVED: That the minutes of the Public Protection Sub-Committee meeting held on 24<sup>th</sup> March 2016 be agreed as a correct record and signed by the Chairman.

#### **3. EXCLUSION RESOLUTION (REMAINING ITEMS)**

RESOLVED: That the public be excluded from this meeting during consideration of the following items on the agenda because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as specified.

#### **4. REFUSAL TO CARRY OUT A BOOKING ACCEPTED BY THE OPERATOR BECAUSE THE PASSENGER WAS ACCOMPANIED BY AN ASSISTANCE DOG**

The Head of Regulatory Services submitted a report requesting Members to consider a complaint against a Private Hire driver.

The driver provided Members with a brief outline of the circumstances of the incident which had caused the complaint.

**Public Protection Sub-Committee**  
**21 July 2016**

The Sub-Committee determined that the driver had already been punished enough as a result of the criminal proceedings and by receiving 150 penalty points. They noted his apologies and his assurance that he would not repeat the offence. They also noted that the penalty points would remain on his private hire driver's licence for three years so that any further offence of any nature would bring him back before the Sub-Committee.

RESOLVED: That no further action be taken against Mr. F. I.

**5. REFUSAL TO CARRY OUT A BOOKING ACCEPTED BY THE OPERATOR BECAUSE THE PASSENGER WAS ACCOMPANIED BY AN ASSISTANCE DOG**

The Head of Regulatory Services submitted a report requesting Members to consider a complaint against a Private Hire driver.

The driver provided Members with a brief outline of the circumstances of the incident which had caused the complaint.

The Sub-Committee determined that he had already been punished enough as a result of the criminal proceedings and by receiving 150 penalty points. They noted his apologies and his assurance that he would not repeat the offence. They also noted that the penalty points would remain on his private hire driver's licence for three years so that any further offence of any nature would bring him back before the Sub-Committee.

RESOLVED: That no further action be taken against Mr. A. S.

**6. URGENT BUSINESS (IF ANY)**

(Note: The Chairman allowed consideration of the following item as Urgent Business due to the serious nature of the allegations being made against the driver.)

Private Hire Driver – Allegation of Serious Misconduct

The Head of Regulatory Services submitted a report requesting Members to consider an allegation against a Private Hire driver of serious misconduct.

The complainant answered questions from the Sub-Committee.

The driver gave his version of the incident and also answered questions from the Sub-Committee.

The Sub-Committee determined that the driver's explanation of events and that of the customer differed in material respects.

The Sub-Committee noted that he had recently been acquitted at crown court.

It was also noted that he had not notified the council of the prosecution and on 29<sup>th</sup> April 2016 as part of his licence renewal process had produced a statutory

**Public Protection Sub-Committee**  
**21 July 2016**

declaration which failed to set out details of the pending prosecution as required. The Sub-Committee did not find his explanation that it did not occur to him that he had to disclose it because of the pressure and the stress of the crown court proceedings convincing.

The Sub-Committee was provided with 4 GPS tracker images which related to the journey taken that night. The Sub-Committee concluded that there was a significant time lapse between him arriving at the destination the first time and completing the job even allowing for a discussion over the amount of the fare. The Sub-Committee found the customer's evidence to be more credible and consistent with the GPS data.

The Sub-Committee concluded that the passenger was invited into the front of his car and that he drove for some distance past her destination. They could not see why she would make up the allegations and persist with them for this length of time if they were untrue and were not convinced by his theory that because she thought she was in trouble with her boyfriend for dancing with another man at the nightclub he picked her up from, she made up her allegations to distract him. On a balance of probabilities the Sub-Committee concluded that he had acted inappropriately towards the passenger during the journey and that it was more likely than not that he had made remarks of the sort attributed to him by the passenger.

RESOLVED –

- (1) That even though there had been no other reported incidents involving Mr. A. Z, he was not a fit and proper person to hold a private hire driver's licence and that his Private Hire driver's licence should be revoked.
- (2) That in the interests of public safety the revocation should take immediate effect because of the nature of the allegations that were made and the conclusions of the Sub-Committee.

The meeting commenced at 6.40 pm and finished at 9.30 pm

This page is intentionally left blank

## TRAFFORD COUNCIL

### LICENSING COMMITTEE – 22<sup>nd</sup> SEPTEMBER 2016

#### REPORT OF THE HEAD OF REGULATORY SERVICES

#### REQUEST FOR REVIEW OF VEHICLE LICENCE CONDITION – VEHICLE IDENTIFICATION PLATE

#### PURPOSE

To ask the Sub-Committee to consider a request from a private hire vehicle proprietor to review the Council's current condition relating to the fixing of identification plates to licensed vehicles.

#### RECOMMENDATIONS

The Sub Committee is asked to consider the current requirement for fixing the identification plate and decide either:

- To confirm that the identification plate must be affixed to the vehicle in accordance with the current condition; or
- to amend the current condition.

If the Sub-Committee is minded to amend the current condition it is asked to confirm that the condition will

- apply to both hackney carriage and private hire vehicles; and
- will take effect when a new set of conditions are issued on renewal of the vehicle proprietor's licence or when a new vehicle licence is granted.

#### IAIN VEITCH

Head of Regulatory Services

Further Information From:

Name: Joanne Boyle  
Ext: 4129

## 1. BACKGROUND

1.1 The Local Government (Miscellaneous Provisions) Act 1976, s 48(5) requires that the Council issue an identification plate to identify a private hire vehicle. That plate must be 'exhibited on the vehicle' in such a way as the Council requires, such requirements being specified by a condition attached to the licence. In cases where one plate is issued, the conditions usually require it to be displayed on the rear of the vehicle.

1.2 Trafford Council's private hire vehicle licence conditions state:

### Condition 4 – Identification Plate

The identification platform must be affixed to the rear outer most part of the vehicle's bodywork or to the rear bumper by means of at least **TWO** screws or by means of at least **TWO** expandable rivets. If this is not possible due to the design of the vehicle, the platform may be affixed to a bracket, which must be so designed as to allow fixing to the rear of the vehicle, the platform to be fixed to the bracket by means of at least **TWO** screws or by means of expanding rivets.

The plate must be affixed to the platform by means of the fixing devices supplied by the Council. [The bracket must be fixed to the rear of the vehicle by means of screws only]. In either case, the plate must be clearly visible to the driver of a following vehicle, and it must be capable of being easily removed by an authorised officer or a constable. The plate shall be so affixed to the vehicle, by the proprietor at his own expense.

1.3 In July 2016 private hire vehicle P524 was presented for its Compliance Test (MOT) at the Council's nominated testing station. The vehicle passed the test but the proprietor, Steve Jones, was advised that the vehicle was not correctly plated as the plate was displayed inside the rear window. Mr Jones re-submitted the vehicle but was again advised that the plate was not correctly plated because it was not fixed to the rear of the vehicle in accordance with the above vehicle condition.

1.4 Mr Jones has requested that the Sub-Committee review the above condition as he believes the need for screws to fix the plate is unreasonable and out of date, as there are other methods for fixing the plate without the need for screws e.g. adhesive systems/cable ties. (Please see Appendix A)

1.5 Mr Guy Morgan, of PMJ Travel, has also logged an objection to the current condition stating:

'Trafford seek to force vehicle owners to damage their property in order to satisfy the current terms and conditions of affixing licences by drilling holes in vehicles to attach the relevant licence.

With the advent of modern adhesives is it acceptable to stick these licence holders to the vehicle, thereby avoiding damage to the vehicle, in order that



the licence is displayed on the rear of the vehicle as per the current Terms and Conditions.'

## **2. OPTIONS**

2.1 The Sub Committee is asked to consider the current requirement for fixing the identification plate and decide either:

2.1.1 To confirm that the identification plate must be affixed to the vehicle in accordance with the current condition; or

2.1.2 to amend the current condition to read as follows:

The identification platform must be securely fixed to the rear outer most part of the vehicle's bodywork, to the satisfaction of an authorised officer. The fixing of plates on the front or rear windshield is not allowed.

The plate must be affixed to the platform by means of the fixing devices supplied by the Council. The plate must be clearly visible to the driver of a following vehicle, and it must be capable of being easily removed by an authorised officer or a constable. The plate shall be so affixed to the vehicle, by the proprietor at his own expense.

2.2 If the Sub-Committee is minded to amend the current condition it is asked to confirm that the condition will:

2.2.1 apply to both hackney carriage and private hire vehicles; and

2.2.2 will take effect when a new set of conditions are issued on renewal of the vehicle proprietor's licence or when a new vehicle licence is granted.

This page is intentionally left blank

## TRAFFORD COUNCIL

**Report to:** The Public Protection Sub- Committee  
**Date:** 22<sup>nd</sup> September 2016  
**Report for:** Decision  
**Report of:** The Head of Regulatory Services

### Report Title

**HACKNEY CARRIAGE UNMET DEMAND STUDY 2015**

### Purpose

To invite the Sub-Committee to consider the findings of a study conducted on behalf of the Council in to the demand for hackney carriage services in Trafford.

### Option(s)

The Sub-committee is now invited to consider the previous Sub-Committee report, the findings of the survey and the comments of the trade, and resolve either:

- to accept the recommendation of the survey and maintain the current limit of 143 vehicle licences;
- to remove the limit on the number of vehicle licences and allow a free entry policy; or
- to issue any number of additional vehicle licences as it sees fit, either in one allocation or a series of allocations.

### Contact person for access to background papers and further information:

Name: Joanne Boyle  
Extension: 4129

**Iain Veitch**  
Head of Regulatory Services

Background Papers:  
Hackney Carriage Unmet Demand Study 2015

## **1. BACKGROUND**

1.1 On the 2<sup>nd</sup> March 2015 the Council commissioned Vector Transport Consultancy to undertake a study of the hackney carriage market in Trafford.

1.2 The study was conducted in pursuit of the following objectives:

- To determine whether or not there exists a significant unmet demand for hackney carriage services in Trafford; and
- To advise on the action necessary to restore a position of no significant unmet demand if necessary.

## **2. CONCLUSION OF STUDY**

2.1 The study concluded, taking all observed supply and demand into consideration, that there was no significant unmet demand within the Trafford licensing area.

2.2 The findings of the study were presented to the Sub-Committee at its meeting on the 24<sup>th</sup> September 2015. A copy of the report and appendices are attached to this report as Supplementary Documents.

2.3 A copy of the full survey report is available on the Council's website at: <http://www.trafford.gov.uk/business/licenses-and-permits/taxi-and-private-hire-news.aspx>

2.4 The Sub-Committee considered the report, the presentation by Vector Transport and the comments of the trade and resolved:

- That the report and options detailed in the report be noted; and
- That a further report be brought to a future meeting of the Sub-Committee.

## **3. OPTIONS**

3.1 Notwithstanding that no significant unmet demand has been identified the Council is not obliged to continue with a limitation policy and could pursue alternative options. A discussion on the benefits and dis-benefits of each option is attached in the Supplementary Documents.

3.2 The Sub-committee is now invited to consider the previous Sub-Committee report, the findings of the study and the comments of the trade and resolve either:

3.2.1 to accept the recommendation of the survey and maintain the current limit of 143 vehicle licences;

3.2.2 to remove the limit on the number of vehicle licences and allow a free entry policy; or

3.3.3 to issue any number of additional vehicle licences as it sees fit, either in one allocation or a series of allocations.

**TRAFFORD COUNCIL**

**Report to:** The Public Protection Sub- Committee  
**Date:** 24<sup>th</sup> September 2015  
**Report for:** Decision  
**Report of:** The Head of Regulatory Services

Report Title

**HACKNEY CARRIAGE UNMET DEMAND STUDY 2015**

Purpose

To invite the Sub-Committee to consider the findings of a study conducted on behalf of the Council in to the demand for hackney carriage services in Trafford.

Option(s)

The Sub-committee is invited to consider the presentation by Vector Transport Consultancy, the findings of the survey and the comments of the trade, and resolve either:

- to accept the recommendation of the survey and maintain the current limit of 143 vehicle licences;
- to remove the limit on the number of vehicle licences and allow a free entry policy; or
- to issue any number of additional vehicle licences as it sees fit, either in one allocation or a series of allocations.

Contact person for access to background papers and further information:

Name: Joanne Boyle  
Extension: 4129

Iain Veitch  
Head of Regulatory Services

Background Papers:

Hackney Carriage Unmet Demand Study 2015

## SUPPLEMENTARY DOCUMENTS

alternative options. A discussion on the benefits and dis-benefits of each option is attached at **Appendix A**.

- 4.2 The Sub-committee is invited to consider the presentation by Vector Transport Consultancy, the findings of the study and the comments of the trade and resolve either:
  - 4.2.1 to accept the recommendation of the survey and maintain the current limit of 143 vehicle licences;
  - 4.2.2 to remove the limit on the number of vehicle licences and allow a free entry policy; or
  - 4.3.3 to issue any number of additional vehicle licences as it sees fit, either in one allocation or a series of allocations.

Option 1	Benefit	Dis-benefits
<p>Maintain the current limit of 143 hackney carriage licences.</p>	<p>Limits the number of vehicles competing for fares, enabling drivers to maintain a higher level of income than may be the case if numbers were unlimited. Results in more full time and 'professional' drivers, than might otherwise be the case.</p>	<p>Limits the number of vehicles which may be brought into service at peak times. Enables plate premium values to develop, where licensed vehicles are sold, with operator license, for a premium over the basic vehicle price. These values attached to taxi licenses increase pressure to litigate for additional licenses, in order to procure high value licenses for free. High plate premiums can form a barrier to entry to the trade. Limits incentives to drivers to identify evolving patterns of demand and adapt and innovate to meet new demand.</p>

Option 2	Benefit	Dis-benefits
<p>Remove the limit on hackney carriage licence numbers.</p>	<p>The market will find its own level of supply and demand. Taxi plates no longer have a premium value so entry to the trade becomes easier.</p> <p>Hackney Carriage drivers are forced to innovate to develop efficient methods to reach more of the market for Hackney Carriage business. This may lead to formation of cooperatives and partnering arrangements.</p>	<p>Drivers may transfer from Private Hire Vehicles to Hackney Carriage operation. This can affect the balance of provision, between Hackney Carriage and Private Hire. As a consequence, some parts of the market, such as suburban night time services, traditionally serviced by Private Hire Vehicles, may be affected by reduced availability. Increased competition and tighter cost control may apply pressure to vehicle quality, both in the Hackney Carriage and Private Hire fleet, resulting in older and less well maintained vehicles. Drivers may 'cherry pick' the most profitable times to operate. i.e. new entrants to the trade may operate on a part time basis at reduced cost with older second hand vehicles and only operate at peak periods of activity associated with the night time economy. This can leave fewer vehicles to service daytime requirements. Hackney Carriages which are driven by multiple drivers, in multiple shifts, may lose drivers to new licenses. Therefore, whilst the number of drivers increases following de-restriction, the number of Hackney Carriages in operation may not increase by the same proportion, if shift operators are not replaced.</p>

SUPPLEMENTARY DOCUMENTS

<b>Option 3</b>	<b>Benefit</b>	<b>Dis-benefits</b>
<p>A controlled release of hackney carriage vehicle licences.</p>	<p>A controlled release of licences combined with the introduction of additional ranks around demand generators; and measures to encourage use of existing ranks may address the imbalance in provision of hackney carriage services.</p> <p>A more gradual change from a quantity regulation, which will give the trade a gradual period of adjustment when compared to full delimitation at a given date.</p>	<p>The dis-benefits would be similar to those for total deregulation but to a lesser degree.</p> <p>The controlled release could be undermined by a change in the law resulting in national delimitation.</p>





## **Trafford Council – Hackney Carriage Unmet Demand Study**

### **Final Report**

**July 2015**



## EXECUTIVE SUMMARY

### *Key points*

This study has been conducted by Vector Transport Consultancy on behalf of Trafford Council.

The study is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- An unmet need survey
- An assessment of illegal taxi pickups on a match day near Manchester United Football Ground.
- An assessment of Private Hire Vehicle pickups near the Slug and Lettuce pub in Sale.
- Undertake a mystery shopper exercise to look at the disabled passenger experience and over charging on specific routes.

Surveys were undertaken at active taxi ranks, over four days, from Thursday morning to the early hours of Monday morning. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times, Hackney Carriage queue lengths and wait times for any queuing passengers.

Ten of the existing taxi ranks, which are known to be active, were surveyed. These can be characterised in different ways, defined by surrounding land uses and typical hours of operation.

There are five ranks which serve retailing centres and visitor attractions, these are; Sir Matt Busby Way North, Sir Matt Busby Way South, Barton Dock Road (Trafford Centre), Stretford Mall and Hereford Street.

Ranks which primarily serve the night time economy (pubs, clubs and restaurants) were surveyed at; School Road in Sale, Marsland Road, Sale and Ashley Road in Hale. The retail / tourism based ranks operate during the day, whereas the night time economy based ranks operate primarily, as the name suggests, at night.

There are two more ranks which are active both during the day and at night. These are the station ranks at Altrincham Station and on Northenden Road, outside Sale Metrolink station.

The day time trade is spread throughout the borough. However the night time trade tends to be more active in the centre and south of the borough. This characteristic is emphasised on Friday and Saturday nights, when the night time economy is most active.

The normal situation at ranks, during the hours of operation, is that hackney carriages queue, waiting for passengers. Consequently, incidences of passenger queuing are relatively rare. Approximately 1.6% of passengers had to wait for a Hackney Carriage to arrive at a rank. The incidences of passengers having to wait for a Hackney Carriage were periodic and isolated, rather than continuous queueing. i.e. there were no long or continuous queues forming at the ranks. Extensive queuing over prolonged



periods is one of the indicators of unmet demand and this form of queuing did not occur during the surveys.

Public consultation was undertaken through questionnaire surveys conducted on street in Sale, Urmston and Altrincham. The Public were also offered and opportunity to provide feedback through an online questionnaire. Stakeholder consultation was undertaken with representatives of the taxi trade, minority group representatives, local businesses, visitor attractions, licensed premises, the police, fire brigade and the Council.

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- The needs of mobility impaired passengers are generally satisfied by the existing taxi fleet. However, feedback from deaf representatives suggests some frustration with the need to rely on third parties to book taxis on their behalf. Requests for the ability to book taxis by text message were made.
- The storage capacity of some ranks is sometimes insufficient to accommodate all of the hackney carriages waiting for fares.
- There is generally sufficient capacity in the Hackney Carriage fleet to cater for demand.

#### ***Unmet need assessment***

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results indicates that while there were occasions when passengers had to wait for Hackney Carriages to arrive at the ranks, the level is below the threshold which is held to indicate that the level of unmet demand is significant.

#### ***Mystery shopper exercise***

Mystery shopper surveys were undertaken by surveyors, using a wheel chair, to test drivers' willingness to accept short distance hires by wheel chair passengers. One driver refused to take the wheel chair passenger, stating that he didn't do wheel chairs. Otherwise, none of the other drivers hired refused or showed reluctance to take a wheel chair on a short journey. However, only two drivers offered to secure the wheel chair using securing straps. On one of the journeys undertaken, the driver did not turn off the meter on arrival at the destination, and waited until the wheel chair was unloaded, before switching off the meter and charging the surveyor. One driver forgot to switch on the meter for the journey and the estimated charge was higher than the expected fare.

#### ***Assessment of illegal taxi pick ups near Manchester United Football Ground, on match day***

Video cameras were used to record activity at several locations around Manchester United Football Ground, following a home match. The footage was assessed to record the number of Private Hire Vehicle pickups which appeared to be pre-booked, versus those which appeared not to be pre-booked. The majority of Private Hire Vehicle pickups appeared to not have been pre-booked. Many of these hires were obtained by passengers flagging down approaching Private Hire Vehicles.

#### ***Assessment of Private Hire Vehicle pickups in Sale***

The roadway outside the Slug and Lettuce pub, on School Road in Sale, was observed for four nights, to assess the activity of Private Hire Vehicles which were known to wait on this section of road and were suspected of illegally plying for hire. Following



assessment of the video footage, many of the vehicles were thought to have picked up hires which were not pre-booked.

### **Trade Consultation**

Trade representatives and drivers were consulted to seek their views on the Hackney Carriage trade in Trafford. The principal issues which were raised by the trade were:

- Concern over the number of Hackney Carriages and Private Hire Vehicles and drivers registered in other licensing authority areas which were working in Trafford in the Private Hire Trade.
- Concerned over the level of perceived plying for hire, by Private Hire Vehicles.
- Concern that Hackney Carriages from other areas, had TAXI roof signs and could easily be confused with licensed Trafford Hackney Carriages, by members of the public.
- Appreciation that with vehicles from other areas operating in Trafford, this limited the revenue stream for the licensing section in Trafford.
- Concern over perceived lack of enforcement in Trafford

It was also pointed out by members of the trade, that several Hackney Carriages were licensed but not effectively in use, by the owners. This feature was attributed to a downturn in trade. This assertion was corroborated by analysing mileage figures from Hackney Carriage tests. Several vehicles had very low mileage increases between tests, suggesting that they were not in daily use.

### **Conclusions**

The primary purpose of this study is to determine whether there is evidence of significant unmet demand. The conclusion is that there is **no significant unmet demand**.

Users are generally content with the service provided by Hackney Carriages.

Hackney Carriage drivers generally provide good customer care to passengers and are helpful to wheel chair users. However, the majority of drivers tested did not fully secure the wheelchair.

### **Recommendations**

Illegal plying for hire by Private Hire Vehicles is a growing source of frustration and concern for the trade. There is a perceived lack of enforcement and suggestions from some members of the trade that more and more drivers are inclined to take matters into their own hands with respect to dealing with Private Hire Vehicles 'stealing their trade'. Some high profile enforcement operations may increase the perception amongst the Private Hire trade that the chances of getting caught are increased and help to allay concerns amongst the Hackney Carriage trade.

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank