

Public Document Pack

Licensing Committee

Wednesday,
23rd September 2015
at 6.00 pm

PLEASE NOTE TIME OF MEETING

Council Chamber - Civic Centre

This meeting is open to the public

Members

Councillor Tucker (Chair)
Councillor Furnell (Vice-Chair)
Councillor Galton
Councillor Lloyd
Councillor Painton
Councillor Parnell
Councillor Spicer
Councillor Thomas
Councillor Vassiliou
Councillor Whitbread

Contacts

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PUBLIC INFORMATION

Role of this Committee

The Committee publishes and implements a statement of licensing policy. It appoints Sub-Committees to deal with individual licensing applications and associated matters for which the Council as Licensing Authority is responsible.

Public Representations

At the discretion of the Chair, members of the public may address the meeting about any report on the agenda for the meeting in which they have a relevant interest.

Southampton City Council's Priorities:

- Jobs for local people
- Prevention and early intervention
- Protecting vulnerable people
- Affordable housing
- Services for all
- City pride
- A sustainable Council

Smoking policy – The Council operates a no-smoking policy in all civic buildings.

Mobile Telephones:- Please switch your mobile telephones to silent whilst in the meeting

Use of Social Media:- The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair's opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council's Standing Orders the person can be ordered to stop their activity, or to leave the meeting

Fire Procedure – Should the fire alarm sound during the meeting leave the building by the nearest available exit and assemble in the Civic Centre forecourt car park.

Access – Access is available for disabled people. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2015/16:

Meetings of the Committee are held as and when required.

CONDUCT OF MEETING

TERMS OF REFERENCE

The terms of reference of the Licensing Committee are contained in Part 3 (Schedule 2) of the Council's Constitution.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

Rules of Procedure

The meeting is governed by the Council Procedure Rules as set out in Part 4 of the Constitution.

Quorum

The minimum number of appointed Members required to be in attendance to hold the meeting is 4.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

- (i) Any employment, office, trade, profession or vocation carried on for profit or gain.
- (ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

- (iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

- (iv) Any beneficial interest in land which is within the area of Southampton.

- (v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

- (vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

- (vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

Other Interests

A Member must regard himself or herself as having an, 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

Agendas and papers are available via the Council's website

1 APOLOGIES AND CHANGES IN MEMBERSHIP (IF ANY)

To note any changes in membership of the Committee made in accordance with Council Procedure Rule 4.3.

2 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

3 STATEMENT FROM THE CHAIR

4 MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)

(Pages 1 - 2)

To approve and sign as a correct record the Minutes of the meeting held on 16th July 2015 and to deal with any matters arising, attached.

5 HACKNEY CARRIAGE LICENCES - UNMET DEMAND SURVEY

(Pages 3 - 14)

Report of Head of Legal and Democratic Services detailing the findings of the Hackney Carriage Unmet Demand survey, attached.

Tuesday, 15 September 2015

HEAD OF LEGAL AND DEMOCRATIC SERVICES

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SOUTHAMPTON CITY COUNCIL
LICENSING COMMITTEE

MINUTES OF THE MEETING HELD ON 16 JULY 2015

Present: Councillors Tucker (Chair), Furnell, Galton, Jordan, Lewzey, Painton, Parnell, Thomas, Vassiliou and Whitbread

1. **APOLOGIES AND CHANGES IN MEMBERSHIP (IF ANY)**

The Committee noted that apologies had been received from Councillors Lloyd and Spicer.

It was noted that following receipt of the temporary resignation of Councillors Lloyd and Spicer from the Committee, the Head of Legal and Democratic Services, acting under delegated powers, had appointed Councillors Jordan and Lewzey to replace them for the purposes of this meeting.

2. **ELECTION OF VICE-CHAIR**

RESOLVED that Councillor Furnell be elected as Vice-Chair for the 2015/2016 Municipal Year.

3. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED that the minutes of the meeting held on 30th April 2015 be approved and signed as a correct record.

4. **STATEMENT OF LICENSING POLICY**

The Committee considered a report of the Head of Legal and Democratic Services setting out, in accordance with Section 5 of the Licensing Act 2003 requiring the Council as the Licensing Authority to adopt a Statement of Licensing Policy every five years, a proposed revised Statement of Licensing Policy to be submitted for consultation.

RESOLVED

- (ii) that the proposed Statement of Licensing Policy and the associated reports be approved for the purpose of consultation; and
- (iii) that at the end of the consultation period the amended draft Statement of Licensing Policy be reviewed by the Committee with the intention to recommend the adoption of it by Full Council on 18th November 2015.

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Agenda Item 5

DECISION-MAKER:	LICENSING COMMITTEE		
SUBJECT:	HACKNEY CARRIAGE LICENCES – UNMET DEMAND SURVEY		
DATE OF DECISION:	23 SEPTEMBER 2015		
REPORT OF:	HEAD OF LEGAL AND DEMOCRATIC SERVICES		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Phil Bates	Tel: 023 8083 3523
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STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

To consider the report by Vector Transport Consultancy (VTC) in relation to demand for the services of additional licensed hackney carriages and consider the City Council's current policy of numerical control of the number of hackney carriage licences.

Should the Committee resolve to issue further licences it will need to give consideration to the additional vehicle conditions detailed below?

RECOMMENDATIONS:

- (i) to consider the unmet demand report; and
- (ii) to resolve to remove the current numerical limit on the numbers of licensed hackney carriages, subject to licence conditions indicated below in respect of any additional licences issued; or
- (iii) to resolve to issue additional hackney carriage licences, but to continue to restrict the maximum number of such licences issued, and to determine that maximum, subject to licence conditions indicated below; or
- (iv) to resolve to continue to restrict the number of licensed hackney carriages to 283.

REASONS FOR REPORT RECOMMENDATIONS

1. The recommendations are made in accordance with the legal restrictions surrounding the grant of hackney carriage licences, the Department for Transport's best practice guidance and the contents of the Law Commission's report on Taxi and Private Hire Services.
2. The report by Vector Transport Consultancy sets out the reasons for the recommendations.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

3. All options are considered in the recommendations.

DETAIL (Including consultation carried out)

4. Section 16 of the Transport Act 1985 provides that the grant of a licence may be refused, for the purpose of limiting the number of hackney carriages in respect of which licences are granted if, but only if, the person authorised to grant licences is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet.
5. VTC has carried out an independent survey of unmet demand on behalf of the City Council. The survey has involved extensive consultation with the taxi and private hire trade, the public and other special interest groups of taxi users.
6. On 23rd May 2014, the Law Commission published its report on taxi law reform and stated "Our initial view was that derestriction would be likely to provide the most efficient use of resources by enabling the market to determine supply and demand. However, having listened to the responses to our consultation, we recognise that some limitation on taxi licence numbers may, in some areas, be desirable."
7. The Department for Transport guidance dated 2010 states they consider best practice is not to restrict the numbers of hackney carriage licences, see paragraphs 45 to 51 of the guidance.
8. Although there is no current statutory prohibition on continued numerical restrictions, the Council must show, if it does not follow the Department for Transport guidance, that it has reasonably been satisfied that there was no significant unmet demand.
9. The Committee has a statutory responsibility to promote and protect public safety and that economic and business considerations in determining policy cannot lawfully be considered.
10. It is therefore lawful and reasonable, in considering the unmet demand survey, for the Committee to conclude that the current numerical limit on hackney carriages should either be removed entirely or altered or retained.
11. The City Council's current policy, last determined by the Committee on 14th June 2012, was to retain the number of licences at 283.
12. The Council is required to review its policy regularly in order to ensure that it would be robust in the face of any challenge. VTC was instructed to undertake an independent survey in the spring of 2015. A copy of the report summary is attached at Appendix 1 and the full report has been placed in the Members Rooms and on the Council's web site.
13. The Council's options in relation to the review of its policy, together with the advantages and disadvantages are as follows:-
 - Option 1: To retain the current numerical restriction on hackney carriage licence if, and only if, the Department for Transport's "in the interests of the travelling public" guidance is met;
Advantage: Retains the current status. Is in line with the recommendations in the VTC report of there being no unmet demand.
Disadvantage: A triennial survey will still be required with the associated extra work for existing resources.
 - Option 2: Issue a limited number of hackney carriage licences.
Advantage: Potential better **Page 4** for consumers by increasing the competition

and reducing waiting times at peak times.

Disadvantage: A triennial survey will still be required with the associated extra work for existing resources. Potential disadvantage for existing trade with more vehicles looking for fares thereby reducing the income of drivers.

Option 3: To issue a limited number of hackney carriage licences, on a periodic basis.

Advantage: Has the benefit of the increasing the availability of licensed hackney carriages to the community, albeit a gradual increase over a period of time. However, the numbers of licences issued annually should not be so limited as to be insignificant.

Disadvantage: A triennial survey will still be required with the associated extra work for existing resources. Potential disadvantage for existing trade with more vehicles looking for fares thereby reducing the income of drivers.

Option 4: To remove numerical restrictions on hackney carriage licences.

Advantage: Potential better service for consumers by increasing the competition and reducing waiting times at peak times and any perception or potential allegation that market forces are unnecessarily interfered with by removing the restriction of entry to the trade. There will be no need for a triennial survey with associated extra work, this option lets market forces immediately dictate the number of hackney carriages without Council intervention and accords fully with Government guidance. Whether a better service would be provided overall would only be ascertained after a period of implementation.

Disadvantage: Potential dissatisfaction within the taxi trade due to perceived additional competition. However “public safety” is the primary licensing test and economic and business considerations are irrelevant.

14. Should the Committee decide to issue new licences, any new hackney carriage licences should be subject to conditions as follows:

- Any vehicle to be licensed must be fully wheelchair accessible to the Council’s satisfaction.
- Any such vehicle must be maintained in the specification in which it was originally supplied and subsequently licensed.
- Any vehicle to be licensed must conform to European whole vehicle type approval as a hackney carriage or VCA qualification for production of up to 500 vehicles.
- Any vehicle to be licensed must be less than one year old at the time of its being first licensed as a hackney carriage and shall not have been previously licensed by the Council.
- Any vehicle to be licensed must be fitted with a taxi camera system approved by the City Council.
- Any vehicle to be licensed will be subject, in addition, to all the Council’s current hackney carriage licence conditions.

RESOURCE IMPLICATIONS

Capital/Revenue

15. None, save that if any additional licences are granted they will result in additional income to offset the costs of providing the licensing service.

Property/Other

16. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

17. Section 37 Town Police Clauses Act 1847, as modified by section 15 Transport Act 1985, provides for the regulation of hackney carriages.
18. There is a considerable body of case law arising from the higher courts' consideration of this provision.

Other Legal Implications:

19. Section 17 Crime and Disorder Act 1998 places the Council under a duty to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.
20. Human Rights Act 1998 - any action undertaken by the Council that could have an effect upon another person's human rights must be taken having regard to the principle of proportionality - the need to balance the rights of the individual with the rights of the community as a whole. Any action taken by the Council which affect another's' rights must be no more onerous than is necessary in a democratic society. The matter set out in this report must be considered in light of those obligations.

POLICY FRAMEWORK IMPLICATIONS

21. None

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None

SUPPORTING DOCUMENTATION

Appendices

1. VTC Unmet Demand Survey Report Summary

Documents In Members' Rooms

1. VTC Unmet Demand Survey Report in full

Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	No
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Privacy Impact Assessment

Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.	No
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

	Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	Law Commission report on Taxi and Private Hire Services https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/314106/9781474104531_web.pdf	
2.	Department for Transport Best Practice guidance 2010 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/212554/taxi-private-hire-licensing-guide.pdf	
3.	VTC Unmet Demand Survey Report in full www.southampton.gov.uk/taxinotices	

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**Southampton – Hackney Carriage Unmet
Demand Survey**

Final Report

July 2015



EXECUTIVE SUMMARY

Key points

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

Hackney Carriages are regulated by local authorities. The Department for Transport has developed guidance documentation entitled TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE. The guidance addresses a wide range of licensing considerations and issues and provides recommendations on good practice. Within the licensing aspects considered, is the choice of whether to implement and maintain a restriction in the quantity of Hackney Carriages licences.

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages. The minimum interval between successive surveys is recommended to be no more than three years.

If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority may be to either raise the limit on Hackney Carriage numbers to an appropriate level, or to remove the limit all together.

If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then an third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level.

A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

This 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.

Surveys were undertaken at taxi ranks in Southampton, for four days, from a Thursday morning to the early hours of the following Monday morning, 96 hours later. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times and wait times for any queuing passengers.

The busiest rank was at Southampton Central Railway Station, there are two ranks at the Railway Station, one either side. The rank on the Western Esplanade side was the busiest rank in Southampton, with respect to the total number of hires.

There were 129 incidences of passenger queuing were observed, involving 198 passengers. Incidences of passenger queuing were spread throughout the period observed and spread over most of the taxi ranks. Occasions when passengers had to wait for a Hackney Carriage to arrive at a rank were isolated events rather than continuous periods of queuing. A total of 14,859 passengers were observed departing the ranks in Hackney Carriages, over the four days surveyed. Only 1.3% of passengers had to wait for a Hackney Carriage to arrive at a rank. The normal situation was that Hackney Carriages were observed waiting for passengers to arrive at the ranks.



Volumes at the ranks are summarised in the following table as estimated equivalent weekly volumes.

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
Above Bar, Yates	210	1670	1880	2577	1.5
High Street	104	820	924	1257	1.5
Portland Terrace	62	433	495	624	1.4
ASDA	25	91	116	108	1.2
Coach Station	243	230	473	347	1.5
Railway Station, Western Esplanade	304	2081	2385	3907	1.9
Railway Station, Blechynden Terrace	398	1824	2222	2731	1.5
Above Bar, Titanic	102	685	787	1285	1.9
London Road	135	1018	1153	1826	1.8
Lower Banister Street	14	514	528	1014	2.0
Church Street, Shirley	187	212	399	283	1.3
Bevois Valley	50	338	388	710	2.1
Angel Crescent	21	523	544	857	1.6
Terminus Terrace	124	1103	1227	2101	1.9
Town Quay	88	393	481	569	1.4
Leisure World	28	705	733	1610	2.3
Total	2095	12640	14735	21806	1.7

Table 1 - Summary of Rank Observation Results - estimated weekly totals

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to telephone bookings. Feedback from the trade supports this view.

Consultation feedback suggests that many Hackney Carriages work with / for Private Hire operators, as well as undertaking rank hire work.

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority group representatives, local businesses, hotels, licensed premises, visitor attractions, the police transport providers and officers of Southampton Council.

The consultation feedback indicated that:

- The Hackney Carriage fleet in Southampton is generally well regarded. However, there was consistent feedback from different sources that a minority of drivers have poor knowledge of routes and locations and some have poor language skills.
- Consultation feedback from stakeholders, the public and the trade suggests that a minority of Hackney Carriage drivers over charge customers. However, it is felt that the majority offer high quality services.
- Representatives of elderly, disabled and mobility impaired passengers raised issues over the availability of accessible vehicles for wheel chair users and mobility impaired users. These issues related to all licensed vehicles, rather than specifically applied to Hackney Carriages. Indeed, many of the problems encountered related to the inability to book an accessible vehicle, by telephone, rather than the availability of accessible Hackney Carriages at ranks.
- Feedback from the public and stakeholders also highlighted the lack of accessible Hackney Carriages available at ranks.
- The storage capacity of some ranks is often insufficient to accommodate all of the hackney carriages waiting for fares. This is most starkly evident at the Railway Station Western Esplanade rank which regularly exceeds capacity, when large trains are expected to arrive at the station. On some occasions, when a



large number of passengers arrived by train and wished to hire Hackney Carriages, the demand emptied the rank and passengers had to wait for Hackney Carriages to arrive. Additional vehicles generally arrived in a short time and within minutes the rank was full again, with waiting vehicles. The issue arises from the limit in available vehicle storage, rather than the availability of vehicles in the fleet, to service demand. Over supply of Hackney Carriages also occurs at some other ranks, during periods of high demand.

- There is some desire for additional new ranks and increased capacity at existing ranks.
- The Hackney Carriage trade also indicated a degree of frustration at a perceived lack of enforcement action in Southampton. This related in particular to the actions of a minority of drivers who over charged passengers and refused short distance fares.

Observations

Not all Hackney Carriage drivers work full time. Some work for shorter periods, a few days a week, others work long hours (12 hours + per day) up to 7 days a week, on occasions. Drivers were asked how many hours they worked each day. The average working week was 52.1 hours per week.

Some individuals own multiple Hackney Carriage vehicle licences and rent these licensed vehicles to drivers for a weekly fee. A significant proportion of the drivers interviewed or who returned survey forms, resented the ownership of licensed vehicles by non-drivers. Many of these drivers, who rent licensed vehicles, advocated raising the limit in numbers or indeed removing the limit altogether, for a limited period, so that they could get a vehicle licence for themselves and not have to pay a weekly fee for the licensed vehicle. However, these drivers also indicated that they didn't feel that more licences [Hackney Carriages] were required to deal with demand and that more Hackney Carriages would result in lower earnings as the pool of available revenue from hires would be distributed amongst more vehicles.

A significant proportion of licensed vehicle drivers indicated that they had been physically or verbally attacked in the previous year. This was despite the fact that all vehicles were fitted with CCTV systems.

There has been no growth in demand for Hackney Carriages since the last survey was undertaken. Indeed, a like for like comparison of survey data suggests a moderate decline in 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 was 5.6. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

Future requirements

There is an adequate supply of Hackney Carriages currently and this is likely to be enough to cater for more than 3 years. No additional licences would be necessary to cater for growth in demand over the next three years.

Conclusions and recommendations



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

It is recommended that there is no need to increase the number of Hackney Carriage licences at the present time, to meet the needs of the travelling public.

The principal issues identified by the trade relate to enforcement issues. More enforcement to catch, or discourage the minority of drivers who follow bad practices, such as overcharging, would be welcomed.

Whilst not primarily a licensing issue relating to Hackney Carriages, the representatives of elderly and mobility impaired users, would welcome initiatives to better integrate social transport with licensed vehicles. There are gaps in provision, in terms when and where transport is available and for whom travel support may be available.