



**TAXI LICENSING AND APPEALS
COMMITTEE
21 February 2013**

ITEM 5

Report of the Strategic Director of
Neighbourhoods

INFORMATION DISPLAYED IN HACKNEY CARRIAGES

SUMMARY

- 1.1 Currently the following information is required to be displayed in the passenger compartment of a hackney carriage:
 1. COMPLAINTS sticker
 2. Quarter light stickers
 3. Fares Scale.
- 1.2 To encourage both negative and positive feedback, it is recommended that the reference to COMPLAINTS in the COMPLAINTS sticker is changed to COMMENTS.

RECOMMENDATION

- 2.1 To agree that the current reference to the word COMPLAINTS in the COMPLAINTS sticker is changed to COMMENTS.

REASONS FOR RECOMMENDATION

- 3.1 To address the negativity that the term COMPLAINTS encourages.
- 3.2 To encourage both negative and positive comments about the service provided by Hackney Carriage Drivers.

SUPPORTING INFORMATION

- 4.1 Currently the following information is required to be displayed in the passenger compartment of a hackney carriage:
 1. COMPLAINTS sticker
 2. Quarter light stickers
 3. Fares Scale.

- 4.2 It has been recognised by both the trade and officers that the reference to COMPLAINTS on the COMPLAINTS sticker only encourages negative comments about the service provided by Hackney Carriage Drivers.
- 4.3 The current COMPLAINTS sticker is attached at Appendix 2.
- 4.4 To stimulate both negative and positive feedback, it is recommended that the reference to COMPLAINTS in the sticker is changed to COMMENTS.

OTHER OPTIONS CONSIDERED

- 5.1 Non Applicable

This report has been approved by the following officers:

Legal officer	Olu Idowu
Financial officer	n/a
Human Resources officer	n/a
Service Director(s)	John Tomloinson
Other(s)	n/a

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Background papers:	None
List of appendices:	Appendix 1 – Implications

IMPLICATIONS

Financial

- 1.1 The COMPLAINT Stickers require changing to reflect the move to the Council House. The cost for this can be contained within the current taxi licensing budget.

Legal

- 2.1 As the licensing authority, the Council is obliged to ensure that its licensing policies and related terms and conditions effectively safeguard the public interest.

Personnel

- 3.1 None.

Equalities Impact

- 4.1 The proposed changes will apply equally to all groups within the community and no particular group(s) will be disadvantaged.

Health and Safety

- 5.1 None.

Carbon commitment

- 6.1 None.

Value for money

- 7.1 None.

Corporate objectives and priorities for change

- 8.1 The proposal supports the corporate priority to ensure the people in Derby will enjoy **good quality services that meet local needs.**

**DERBY CITY COUNCIL
HACKNEY CARRIAGE**

2200

**LICENSED TO
CARRY 5 PASSENGERS**

COMPLAINTS

**Should you have cause to complain about this
taxi, or its driver, please note the licence number
above and contact the Taxi Licensing Section,
Celtic House, Friary Street, Derby,
or phone Derby 641951**