

B TAXI AND PRIVATE HIRE VEHICLE LICENSING: CONSULTATION ON DRAFT BEST PRACTICE GUIDANCE 02 August 2005 B

In both general terms and in relation to specific topics, you might wish to focus on the following questions:

- **would you regard the draft Guidance as helpful;**
- **does the draft Guidance cover the right issues;**
- **should the Guidance cover any further issues;**
- **do you wish to propose an alternative statement of best practice on any of the issues covered?**

Issues on which comments are invited

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| <ul style="list-style-type: none"> • General comments on the overall document • Is it helpful? • Does it cover the right issues? • Should it cover any other issues? • Vehicles • Accessibility • Type approval • Vehicle testing • Security • Vehicle identification • Environmental considerations | <ul style="list-style-type: none"> • Stretched limousines • Quantity restrictions • Taxi fares • Drivers – duration of licences • Criminal record checks for drivers • Medical criteria for drivers • Age limits for drivers • Driving proficiency • Other driver training • Topographical knowledge | <ul style="list-style-type: none"> • Driver duties under the Disability Discrimination Act 1995 • PHV operators – criminal record checks • PHV operators – record keeping • PHV operators – insurance • PHV operators – licence duration • Enforcement • Taxi zones • Flexible transport services • Local transport plans |
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Free Member's Helpline

The LPHCA has financed a free helpline for members with Croner Consulting one of the biggest consultancy companies in the U.K.

Details of this service will be sent directly by newsletter to all LPHCA Graded members in September. In addition full details of how the helpline works will be in edition 33 of Private Hire News.

The 'free to member's helpline' will deal with:-

- Tax & PAYE
- VAT
- National Insurance Contributions
- Payroll
- Company and Contract Law
- Employment Law and Personnel
- Landlord and Tenant



- Health & Safety
- Consumer Protection
- Copyright and Patents
- Debt and Debt Recovery

Cinque Ports Licensed Vehicle Federation



When I recently visited A I in Deal on the whistle stop tour in Kent, I was kindly invited to speak to the new Cinque Ports Licensed Vehicle Federation at their first open meeting on the evening of July 19th.

Bey Wilmshurst of A I (who are loyal Graded Members of The LPHCA) had been a bit of a lone voice speaking against Local Authority on 'over the top' controls and licensing.



Bey Wilmshurst

The evening was a great success and having started an association from scratch myself I was only too pleased to help.

There were some interesting people at the meeting, including their chairman Tony Hardie a local driver, with many owner drivers and operators in attendance.

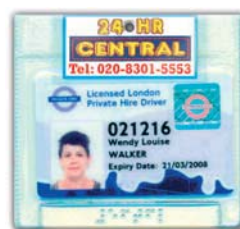
Other guest speakers and key people present included Karen Polgati who spoke about a scheme to utilise the local CCTV to help operators and drivers via a hot link to the police.

Allen Finn of Dover District Council parking services (a former taxi driver) was very helpful with his advice on working with the industry to prevent tickets, make picking up easier and putting forward the difficulties his traffic wardens have. His presence cleared up a few local parking rules and will definitely promote better harmony between wardens and the trade.

It was also good to see Nick Jaconelli the Licensing Officer who works very closely with the trade in spite of some of the local authority's over zealous rules. STEVE

Bright I.D.ea

Grading visits and whistle-stops are very helpful as we often get great feedback and very useful ideas.



When Geoff Wright visited 24 Hour Central in Welling on the Grading Officer's feedback form he said that Barrie Biring had come up with a bright idea.



Barrie Biring

We have always maintained that one of the downsides to mandatory PCO badges was the loss of company identity, which is very important to the customer.

With no company signage permitted on PHV's at the moment there is even less chance for the public to correctly identify their chosen company, the driver and the vehicle. Two identity badges have been the solution for many.

As the PCO I.D. badge does not identify the company that the customer booked with 24 Hour Central came up with a small overlaying company logo with phone number as an attachment to The PCO badge so that the public get the best of both worlds.

This simple idea works, does not detract from the PCO badge and makes it much easier for the traveling public.