
To: Regulatory Functions Board

On: 1st September 2016

Report by: Director of Finance and Resources

Heading: Taxis: Proposed Amendment of Standard Conditions to Allow Display of Notices on Headrests

1. Summary

- 1.1 The purpose of this report is to seek amendment of the standard conditions applicable to taxi licences following a request from Glasgow Airport.
 - 1.2 The Board, on 5th March 2014, considered a report from the Director of Finance and Corporate Services and agreed changes to the standard conditions of these licences. These changes included a relaxation of standard condition 23, which restricts advertising on and in taxis, in order to allow a customer service notice to be displayed on the tip up seats or bulkhead of a taxi. This change followed upon a request from Glasgow Airport Limited. They have now requested that this condition be relaxed further to allow these notices to be placed on the rear of headrests within taxis.
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2. Recommendations

- 2.1 It is recommended that the Board:-
 - 2.1.1 Agree that standard condition 23 applicable to taxi licences be amended to read:

“23. The holder of a taxi licence shall have his name and taxi licence number printed on both the near side and off side rear windows of the taxi in Roman letters not less than $\frac{3}{4}$ of one inch and not greater than one inch in height and of proportional breadth and shall ensure that they are clearly legible during the currency of the licence. No notice, advertisement, printed bill, or other item shall be displayed on the outside or inside of a taxi without the previous consent of the licensing authority except:-

the name of the licence holder and the taxi licence number on the outside of the taxi; and

a notice containing information about methods of payment by card up to a permitted size of 200mm x 100mm on either the side windows or the interior of the taxi; and/or

a customer service notice (providing information in relation to making a complaint or giving feedback) up to a permitted size of 6 inches x 6 inches on the tip up seats, the rear of headrests (where displayed in a bespoke housing, appropriately attached to or covering the headrest) or bulkhead of the taxi,

the cumulative number of any payment method and customer service notices being limited to three.”

2.1.2 Agree that the standard condition as amended will be attached to any grant, renewal or variation of licence determined after 1st October 2016.

2.1.3 Agree, in the event of the Board amending the above condition, that until such times as the revised condition is attached to all taxi licences, officers may use their discretion in respect of enforcement activity carried out relative to that condition.

3. Background

3.1 On 5 March 2014, the Board considered a report from the Director of Finance and Corporate Services relative to a review of the standard conditions of taxi licences to allow display of payment methods and customer service notices within taxis. This followed upon requests by Glasgow Airport Limited to allow notices to be displayed within taxis in relation to card payment methods and customer service.

3.2 The Board agreed on that date a change to standard condition 23 of taxi licences in the following terms:

“23. The holder of a taxi licence shall have his name and taxi licence number printed on both the near side and off side rear windows of the taxi in Roman letters not less than $\frac{3}{4}$ of one inch and not greater

than one inch in height and of proportional breadth and shall ensure that they are clearly legible during the currency of the licence. No notice, advertisement, printed bill, or other item shall be displayed on the outside or inside of a taxi without the previous consent of the licensing authority except:-

the name of the licence holder and the taxi licence number on the outside of the taxi; and

a notice containing information about methods of payment by card up to a permitted size of 200mm x 100mm on either the side windows or the interior of the taxi; and/or

a customer service notice (providing information in relation to making a complaint or giving feedback) up to a permitted size of 6 inches x 6 inches on the tip up seats or bulkhead of the taxi,

the cumulative number of any payment method and customer service notices being limited to three.”

The Board agreed that this amended condition would attach to any licence granted, renewed or varied after 1st April 2014.

- 3.3 Despite the terms of Glasgow Airport Limited’s previous request to relax the above condition in these terms, they have recently advised that taxi operators have not to date been able to display customer service notices in their vehicles, owing to many vehicles used as taxis at Glasgow Airport not having tip up seats or bulkheads for the display of these notices. In the circumstances, Glasgow Airport Limited have requested that the Council further relax the terms of standard condition 23, as recommended at Paragraph 2.1 above. This would enable such notices to be displayed on the headrests of those vehicles. The proposed requirement that any notice be displayed in a bespoke housing reflects the current regulatory scheme for headrest advertising, in terms of which an application for variation requires to be made to allow advertising. Glasgow Airport Limited envisage a soft casing with a transparent window covering a headrest to enable the customer service notice to be displayed within it. The notice which Glasgow Airport Limited presently wish taxi licence holders to display within their vehicles is attached at Appendix 1.

Implications of the Report

1. **Financial-** Nil
2. **HR & Organisational Development-** Nil
3. **Community Planning – Safer and Stronger-** The ongoing improvement of licensing standards will improve standards of safety and service for the travelling public.

4. **Legal-** (i) The Council may attach reasonable conditions to a licence in terms of Paragraph 5 of Schedule 1 to the Civic Government (Scotland) Act 1982.
5. **Property/Assets-** Nil
6. **Information Technology-** Nil
7. **Equality & Human Rights-**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report, as the recommendations relate to a change to licence conditions facilitating display of customer service notices. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety-** Nil
9. **Procurement-** Nil
10. **Risk-** Nil
11. **Privacy Impact-** Nil

List of Background Papers

- (a) Background Papers- Customer Service Notice proposed for use in Taxis by Glasgow Airport Limited.

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GIVE US YOUR FEEDBACK

If you want to complain or give a compliment about your Journey, please contact one of the following;

The Taxi Booking Office on 0141 889 1813 (7am til 11pm)

Glasgow Airport Web Site glasgowairport.com and click “feedback”

TEXT Feedback on 0786 002 0830

Or Contact Renfrewshire Council Licensing section on:

0141 618 7083 or e mail on licensing.cs@renfrewshire.gov.uk

Please quote date, time of journey and Vehicle License Plate number:

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Thank You for using Glasgow Airport Taxi Services



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