

DISABILITY ACTION

Wyre Forest

Burgage Lodge,
184 Franche Road,
Kidderminster,
Worcestershire,
DY11 5AD.

8th. June 2007

M. Kay,
Environmental Health & Licensing Manager,
Planning Health and Environment Division,
Duke House,
Clensmore Street,
Kidderminster,
DY0 2JX.

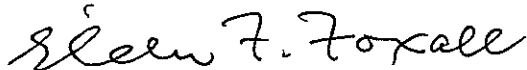
Dear Sir,

Review of Hackney Carriage and Private Hire Conditions to reflect the Department for Transport's Best Practice Guidelines.

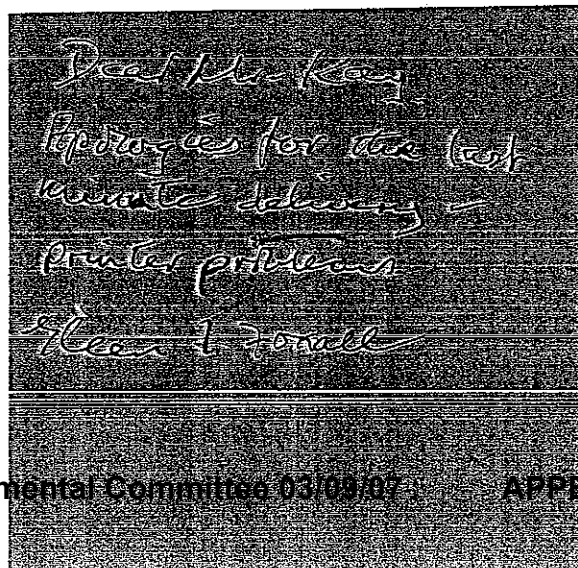
Attached are the comments made by members of Disability Action Wyre Forest following extensive discussion within the group and contacts received from the wider public.

In general we find the contents of APPENDIX 1 acceptable. However, there are a few points on which we make comment and/or recommendations.

Yours faithfully,



Mrs. Eileen F. Foxall
Vice-Chairman, Disability Action (Wyre Forest)



COMMENTS/RECOMMENDATIONS MADE BY DISABILITY ACTION (WYRE FOREST) REGARDING TAXI AND PRIVATE HIRE VEHICLE LICENSING.

21. We welcome the exception of Stretch Limousines from the policy of being red in colour, even though our reason is different from that of District Council. Members expressed horror at the thought of daughters being transported to their weddings in a red vehicle. A number of venues which are Licensed for the carrying out of Civil Marriages have their own, white, Stretch Limousines, so the Taxi Trade could lose trade with red vehicles.

In addition, **WE RECOMMEND**, that Stretch Limousines are exempted from the requirement to carry Decals on the vehicles. It is felt that they would detract from the very special ambience of the occasion and make it look "cheap"

24. (A) **WE DISAGREE** with the removing of telephone numbers from the roof-mounted Taxi signs. Visitors to the Town, or people newly moved here and needing the use of a Taxi, may have no other, immediate, source of a 'phone number other than sight of one on a passing Taxi.

(B) Council ~~ack~~nowledges the confusion, in the minds of the general public, of the difference between Hackney Carriages and Hire Cars. As far as Kidderminster residents are concerned, a Taxi is a Taxi is a Taxi. This is not London or Birmingham and it has never been the practice for Taxis to patrol the streets looking for customers. They operate from the Taxi Ranks located in Exchange Street, Blackwell Street or Kidderminster Railway Station. For other needs, people 'phone the Taxi Company.

We recognise and welcome Council's endeavour to make the use of Taxis safer for everyone by clearly identifying the two categories. However, we feel that this must be made clearer to members of the public

WE RECOMMEND THAT, at the very least, a conspicuous feature should be printed in NEWSWYRE explaining the different Decals and different functions undertaken by Hackney Carriages and Hire Cars, as well as the different requirements relating to wheelchair accessibility.. It is vital that such information is conveyed to Talking Newspaper. Publication of the feature in Kidderminster Shuttle/Times and Stourport News could ensure this

Perpetuating the confusion is not acceptable.

We note that there is no mention of any Complaints Procedures in the Document Given the wide range of possibilities for complaints to be made we hope that procedures are in place together with Arbitration arrangements.

Eileen F. Foxall
Vice-Chairman, Disability Action (Wyre Forest)
8th. June 2007