

Lorraine

Further to your comments on the Final Report for the Taxi Unmet Demand Study we have now looked into the matters raised and offer the following response.

There is no formal list or definitive guidance on who should be contacted for consultation in the course of undertaking such a study. The current DfT guidance provides the list in Annex A that you included with your comments and in the main body of the guidance states:

“consultation. As well as statistical surveys, assessment of quantity restrictions should include consultation with all those concerned, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations)”

In our original proposal to the Council we suggested that:

3.12 *Consultees for face to face consultation can be expected to include:*

- *The Council’s senior licensing officer;*
- *The Police;*
- *Transport policy officers within the Council*
- *Public transport, education, social care and health transport procurement officers,*

And that

3.13 Written consultation will also be undertaken with the above as well as a number of other stakeholders.....Stakeholders for written consultation can be expected to include:

- The Chamber of Commerce;
- The main Public Transport operators, including bus, coach, rail and community transport;
- Students and young peoples organisations in the area;
- Manager of the Town Centre/s Management Team;
- The Council access, equality and diversity officers etc;
- Voluntary Service Council, organisations for disabled people, organisations for older people, Equality Action Group/s, students associations, organisations for young people, BME Networks, Faith networks, women’s groups, etc;
- Universities and their Student Unions, FE colleges and schools for those with special needs;
- Council – Crime and Safety Partnership, Ward partnerships/committee’s, Regeneration committee’s, environment committee, etc;
- Primary Care Trust, Ambulance Trust, Hospital Trust, Patient and Public Involvement Forum;
- Residential homes and Day Care providers
- Pubs, Night Clubs, Cinemas, Theatres and Restaurants
- Major supermarkets and retailers;
- Tourism association, major hotels and visitor attractions,
- Transport Action Groups

However, because our previous experience undertaking taxi studies has shown us it can be difficult to get stakeholders to engage unless they have something particular they want to say about taxi provision, we also state in the proposal that:

“3.6 All consultation is dependent on gaining the participation of consultees. Every effort will be made to consult with those identified by the Council and below (here above) within the timescales and resources allocated; however their co-operation cannot always be guaranteed.”

At the inception meeting for the study it was agreed that *“The Council will forward a list of key stakeholders and other stakeholders they would like to see included in consultation (with reference to the lists in sections 3.12 and 3.13 of the detailed proposal)”*. However, while we received contact details for the Key stakeholders, we do not believe any contact list for other stakeholders was provided. In the absence of this we did our own search, identified and contacted all the stakeholders that we have listed in appendix 1 to this note, providing each with an SAE for their response. While these organisations do not include a number of the organisations you list in your comments we believe they encompass the range of stakeholders necessary to meet the DfT guidance and show that we contacted a substantial number of relevant organisations.

As is often the case with taxi unmet demand studies, unfortunately, we only received replies from a small number of these, as listed below, despite making follow up calls or sending emails to a number of them to encourage them to respond. The detail of the feedback received is included in the final report.

- Morrisons Supermarket
- Maidstone Care Centre
- Lashings Bar and Restaurant
- Mu-Mu’s
- Maidstone Town Centre Management
- The Swan Inn

In terms of the meeting with Private Hire Operators they were initially given the same time for a forum meeting as the Hackney Carriage operators, in error. However, as we considered it important that Hackney and Private Hire operators each had the opportunity to express their views without being inhibited by the presence of the other we rearranged the time we asked the Private Hire Operators to attend. All the main private hire operators as identified to us at the inception meeting (Streamline, Express, Sapphire and Mazies) were invited. We were aware the rearranged time for this meeting was not convenient to Mr Parker. However, we understood from the other operators contacted that at least one would try to attend. All were sent a reminder a couple of days before the forum was due to take place but in the event none actually turned up on the day.

As we had only allocated 1 day in our proposal for face to face consultation, it was not possible to rearrange another date to meet with these operators. However, all 4 PHV operators were also sent a copy of the driver survey together with a covering letter inviting them to let us have their views on taxi provision in Maidstone by contacting us either by telephone, by email or by completing and returning the survey form. Unfortunately, none of the PHV operators took the opportunity to use any of these other alternatives to give us their views. Whilst we appreciate Mr Parker may feel we should have made further efforts to contact him for a meeting, we believe he was aware that there were other options available to him to input to the study. In a study of this kind with a relatively small and limited budget there is only so much time we can spend chasing up consultees. It’s also the case that we did receive reasonable representation from the PHV sector in the form of the 20 PHV drivers that responded to the driver survey.

If it would help to address any concerns about the manner the response from PHV operators is portrayed in the report we would be happy to change the wording of 5.3.1 to read as follows, or some other form of words you think may suit:

5.3.1. A consultation meeting was organised to which all the main Private Hire Operators in the Borough were invited. However, in the event none ~~chose~~ were able to attend. Operators were also sent a questionnaire pro-forma with cover letter inviting them to respond by email, telephone or by post, using the pro-forma provided. However no responses were received other than from individual PHV drivers.

We do not think it is correct to suggest we abandoned that part of the brief, as the meeting for PHV operators was arranged as outlined in our proposal and we gave all operators options to respond in other ways. Having received representation from a substantial number of the general public, hackney and private hire drivers, from the consultees who chose to respond to the stakeholder survey, the Hackney Association and the key stakeholders who were able to attend the forum meeting organised (much of the feedback from whom we found to be common) we would be surprised if any further consultations would materially affect our findings or our final recommendations.

Appendix 1 - Other Stakeholders contacted:

The Chamber of Commerce;

Kent Invicta Chamber of Commerce
The Gat House, Archbishop Palace, Mill Street, Maidstone, Kent, ME15 6YE

Public Transport operators, including bus, coach, rail and community transport;

Arriva Kent's Medway Towns
Arriva Customer Services
FREEPOST ANG 7624
Luton
Bedfordshire
LU4 8BR

Bzee Buses
Aylesford, Kent County, ME20 7SP

Countryliner Coaches
Unit 4, Gresham Industrial Estate
Eastern Road
Aldershot
Hampshire GU12 4YD

East Kent Buses - Stagecoach South East
Bus Station
St George's Lane
Canterbury
Kent
CT1 2SY

South-eastern Trains
PO Box 63428, London, SE1P 5FD

ASD Coaches Ltd
Neptune Close
Medway City Estate
Strood
Rochester
Kent ME2 4LT
01634 726412
www.asdtransport.com

Arriva Kent and Sussex
Invicta House
Armstrong Road
Maidstone
Kent ME15 6TY
0844 800 4411
www.arrivabus.co.uk/

Clarkes of London

Kangley Bridge Road
Lower Sydenham
London SE26 5AT
0208 778 6697
www.clarkescoaches.co.uk/

Chalkwell Garage and Coach Hire
195 Chalkwell Road
Sittingbourne
Kent ME10 1BJ
01795 423982
www.chalkwell.co.uk/

Farleigh Coaches
Unit E,
Hoo Marina,
Vicarage Lane,
Hoo
Rochester,
Kent ME3 9LB
01634 201065
www.farleighcoaches.com/

Kent Top Travel
Passenger Services
The Forstal
Beddow Way
Aylesford
Kent ME20 7HB
01622 605928
0845 365 8294
www.kenttoptravel.co.uk/

The Kings Ferry
The Travel Centre
Eastcourt Lane
Gillingham
Kent ME8 6HW
01634 377577
www.thekingsferry.co.uk/
www.coachhireconnections.com/

The Travel Link
The Travel Centre
Eastcourt Lane
Gillingham
Kent ME8 6HW
01634 265503
www.thetravellink.co.uk/

Nu Venture

Unit 2F
Deacon Trading Estate
Forstal Road
Aylesford
Kent ME20 7SP
www.nu-venture.co.uk/
01622 882288

National Express
4 Vicarage Road
Edgbaston
Birmingham B15 3ES
08705 808080
www.nationalexpress.com/

Redroute Buses
Granby Coachworks,
Grove Road,
Northfleet,
Kent DA11 9AX
01474 353896
<http://redroutebuses.co.uk/>

Students and young peoples organisations in the area; and

Student Union Rep, lfrost@su@creative.ac.uk, 01622 620013
Midkent College student Union President, president@mkcsu.co.uk, 01634383023 or 07714139738

Connexions
35 Earl Street
Town Centre, Maidstone
01622 753 360

Manager of the Town Centre/s Management Team;

Town Centre Manager: Bill Moss
PA: Ilsa Butler
Intelligence Manager: John Drogomirecki
Sales & Marketing: Larry Williamson
Contact Details
Maidstone Town Centre Management
Mall Management Suite
Pads Hill
Maidstone, Kent.
Telephone: 01622 678 777
Fax: 01622 692 110
e-mail: info@maidstonetowncentre.com

The Council access, equality and diversity officers etc.;

Address to above @ Maidstone Borough Council,
Maidstone House, King Street, Maidstone, Kent ME15 6JQ

Voluntary Service Council, organisations for disabled people, organisations for older people, Equality Action Group/s, students associations, organisations for young people, BME Networks, Faith networks, women's groups, etc;

Voluntary Service Council
VAM Maidstone Community
Support Centre
39 - 48 Marsham Street,
Maidstone,
ME14 1HH

Sheltered Schemes for the Elderly
Titchfield Close, Maidstone, Kent, ME15 8TA

Kent Association for Disabled People
CALL 01622 756444
Greenborough Close Community Hall, Shepway, Maidstone

BME Network Contacts

Cynthia Colston Chair cynthia.colston@nhs.net
Dr Khalid El-Badawi Vice Chair kel-badawi@nhs.net
Alex Manu Treasurer alexmanu@nhs.net
Bibi Sobrany Social Event Organiser bibli.sobrany@nhs.net
Anna Harrison Public Relations phaik.harrison@nhs.net
Vijaya Chadalavada Public Relations vchadalavada@nhs.net
Lourdes Quijano Nursing Rep stormpink2004@yahoo.com
Prabhakar Potu Consultant Rep prabhakar.potu@nhs.net
Terry Coode Exec Lead t.coode@nhs.net

KCFN (Children and young people charity)
Unit 3, Eden Business Centre
South Stour Avenue
Kent
TN23 7RS

Jubilee Church
Jubilee Auditorium
Upper Stone Street
Maidstone
Kent
ME15 6HD
United Kingdom

Universities and their Student Unions, FE colleges and schools for those with special needs;

University for the Creative Arts AND Midkent College
UCA Maidstone
Oakwood Park
Maidstone
Kent
ME16 8AG

Appendix D

Student Union Rep, lfrost@su@creative.ac.uk, 01622 620013

Midkent College student Union President, president@mkcsu.co.uk, 01634383023 or 07714139738

Maidstone Grammar School for Girls
Buckland Road
Maidstone
Kent ME16 0SF

Maidstone Grammar School
Barton Road
Maidstone
Kent ME15 7BT

John Wernham College of Classical Osteopathy
28-30 Tonbridge Road
Maidstone
Kent
ME16 8RT

Five Acre Wood School (Special Needs School)
Boughton Lane
Maidstone
Kent
ME15 9QL

The Cedars (Special Needs School)
Bower Mount Road
Maidstone
Kent
ME16 8AU

Bower Grove School (Special Needs School)
Fant Lane
Maidstone
Kent
ME16 8NL

Tuck by Truck (Special Needs School)
Unit 5 Britannia Business Park
Mills Road
Quarry's Wood
Aylesford
Kent
ME20 7NT

Maidstone & Malling Alternative Curriculum Pru (Special Needs School)
3 Palace Avenue
Maidstone
Kent
ME15 6NF

Council – Crime and Safety Partnership, Ward partnerships/committee’s, Regeneration committee’s, environment committee, etc.;

Crime and Safety Partnership
Safer Maidstone Partnership
Sarah Robson
Maidstone Borough Council, Maidstone House, King Street, Maidstone, Kent, ME15 6JQ

Regeneration and Economic Development Overview & Scrutiny Committee.
Clare Wood
Maidstone Borough Council
Maidstone House, King Street, Maidstone, Kent, ME15 6JQ

Primary Care Trust, Ambulance Trust, Hospital Trust, Patient and Public Involvement Forum;

Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
0845155 1000

Tunbridge Wells Hospital
Tonbridge Road
Pembury
Tunbridge Wells
Kent
TN2 4QJ

West Kent PHT
Wharf House
Medway Wharf Road, Tonbridge
01732 375200

Kent and Medway NHS & Social Care Partnership Trust
35 Kings Hill Avenue
West Malling
ME19 4AX

West Kent Community Health Trust
Preston Hall
Royal British Legion Village
Aylesford
ME20 7NJ

Kent Ambulance NHS Trust
Ambulance Headquarters
Heath Road
Maidstone
Kent ME17 4BG

Local involvement networks (LINKs) (Patient and Public Involvement Forum)
Karen Beesley 01622 224960

Residential homes and Day Care providers

Residential Homes:

Loose Court
Rushmead Drive
Loose
Maidstone

Barty House Nursing Home
Roundwell
Bearsted
Maidstone

The Poplars Care Centre
158 Tonbridge Road
Maidstone

Maidstone Care Centre
259 Boxley Road
Penenden Heath
Maidstone

Eastfield
76 Sittingbourne Road
Maidstone

The Haven
17 Church Road
Tovil
Maidstone

Sutton Valence Care Home
Maidstone Road
Sutton Valence
Maidstone

Day Care Providers:

Just Learning Nursery
48 College Road
Maidstone
01622 663454

Kent Children and Families Information Centre
Invicta House
Maidstone

0800 032 3230

Parenta Training
3 Ashford Road
Maidstone
0844 504 5504

Maria's Child-minding Service
19 Finglesham Court
Maidstone
01622 752843

Hemsley House Day Nursery
137 Tonbridge Road
Maidstone
01622 692 977

The Meadows Children's Centre
Furfield Close
Maidstone
01622 699900

Pubs, Night Clubs, Cinemas, Theatres and Restaurants

Pubs:

The White Rabbit – Vintage Inns
Sandling Road
Maidstone
01622 692212

The Pilot
25 Upper Stone Street
Maidstone
01622 691162

The White Horse
The Green
Bearsted
01622 738365

The Society Rooms
Brenchley House
Week Street, Maidstone
01622 350 910

The Bull Inn
Lower Road
Maidstone
01622 726 282

Swan Inn
2 County Road
Maidstone
01622 751264

Night Clubs:

Strawberry Moon's
24-32 Gabriel's Hill
Maidstone
01622 678211

The Source Bar
4-6 Rose Yard
Maidstone, Kent
01622 678174

Beluga Bar
73 Bank Street
Maidstone
01622 761300

Chicago Rock Café
60-61 High Street
Maidstone
01622 692299

The Road House
33 Gabriel's Hill
Town Centre, Maidstone
01622 678 211

Bar Chocolate
10-11 Market Buildings
Maidstone
01622 609330

Cinema:

ODEON Maidstone
Lockmeadow
Barker Road
Maidstone
Kent
ME16 8RG

Theatre:

Hazlitt Arts Centre, Earl Street, Maidstone, ME14 1PL

Restaurants:

Wildwood Restaurant
37-41 Earl Street

Town Centre, Maidstone
01622 755339

Mumu
108-110 Week Street
Maidstone
01622 669800
www.mumuloungebar.com/

Zizzi's
46 Earl Street
Maidstone
01622 675248
www.zizzi.co.uk/

Lashings
81-83 Upper Stone Street
Maidstone
01622 755 030
www.lashings.co.uk/

Prezzo - Maidstone
Fremlin Walk Shopping Centre
45 Earl Street, Town Centre
01622 677 499
www.prezzorestaurants.co.uk/

Buenos Aires
63 High Street
Kent, Maidstone
01622 688655
www.barestaurant.com/

Black Rocks Maidstone
62 High Street
Maidstone
01622 669333
www.blackrocksm Maidstone.co.uk/

Major supermarkets and retailers;

Sainsubrys
Romney Place
Maidstone

Tesco
Maidstone Grove Green
Groewood Drive North
Kent
Maidstone

Morrisons Store
Sutton Road
Maidstone

Waitrose
Mid-Kent Shopping Centre
Allington Park
Maidstone

Asda St Peters Street
Maidstone
Kent

Lidl
Farleigh Hill
Town centre
Maidstone

Iceland's Foods Ltd
234 Water Lane
Town Centre
Maidstone

Tourism association, major hotels and visitor attractions,

Tourist association:

Maidstone Tourist Association
MTA Chairman
Alan Reading
01622 820841

Hotels:

Travelodge Maidstone Central Hotel
Saint Peter's Street
Maidstone

Village Hotel Maidstone
Castle View
Forstal Road
Maidstone

Best Western – The Russell Hotel
136 Boxley Road
Maidstone

King Street Hotel
74 King Street
Maidstone

Hilton Maidstone
Bearsted Road
Weaving
Maidstone

Oakwood House
Maidstone

Visitor Attractions:

Kent Life
Lock Lane
Sandling
Maidstone
Kent

Maidstone Museum
Saint Faith's Street
Town Centre
Maidstone

Leeds Castle
Maidstone
Kent
ME17 1PL

Stoneacre Farm
Stoneacre Lane
Otham
Maidstone

Mote Park
Off Mote Avenue
Maidstone