

REPORT TO:		Council	
DATE:		15 March 2022	
REPORT AUTHOR:		Julian Joinson, Member Services Manager	
TITLE OF REPORT:		Question Time	
EXEMPT REPORT:	No		
KEY DECISION:	No	If yes, date of publication:	n/a

Question to Council

The following question has been submitted under Council Procedure 2.2(vi):-

To the Leader of the Council (Councillor Miles Parkinson OBE)

How many independent taxi firms are there in Hyndburn?

Who are they owned by?

I ask these questions because yet again on a Friday evening (25th Feb 2022) I order a taxi from my house into Accrington to socialize. To be told by the taxi firm “your taxi is on its way”

I waited 30 minutes with no taxi arrival.

I contacted the Max taxi office to speak to an operator who reported that the firm was busy but, in my view, aspects of the response received were not particularly customer focused.

People are getting fed up of unacceptable service levels and a lack of provision and availability of taxis. I have many employees who use taxis to get to work and have the same issues daily with not being able to obtain a taxi when they need one. I am concerned that there seems to be a very limited number of licensed operators in the town.

Please can this be addressed at the top level and let myself and the residents of Hyndburn know that there is a fair taxi service and competition in Hyndburn.

The residents of Hyndburn are fed up of the sub-standard service of taxis in Hyndburn and this needs addressing. Is this fair that a limited number of operators can have a stranglehold on provision within the Borough ?

(submitted by Mr Nick Whittaker)

Procedural Note

- The question will be read out by the Mayor
- The Leader will give an oral answer.
- The questioner may ask a supplementary question, if it is directly related to the original question

Date: 1 March 2022