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Road Transport Licensing Committee

Annual Report for the year ended 31st March 2016

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Chairman's Report

To the Hon Stephen Rodan BSc (Hons) MRPharmS MLC, President of Tynwald, and the Hon Council and Keys in Tynwald assembled, I am pleased to once again present the Annual Report of the Road Transport Licensing Committee to 31st March 2016. I urge all members to read through the report and I hope it will be of interest to you, giving you an understanding of the work of the Road Transport Licensing Committee ("the RTLC" or "the Committee").

The RTLC is a small unit comprised of five committee members, a Secretary, an Administrative Officer and a part-time Inspector. It has been my pleasure to work with this small team once again and I sincerely thank all concerned for their dedication and the many hours of work that each contributes to the smooth running of the RTLC. I also wish to record my thanks to the Department of Infrastructure ("DoI") staff at the Sea Terminal along with the Vehicle Testing Centre ("VTC") whom we call upon at times for assistance and co-operation. The RTLC continues to meet every six months on a formal basis with the Minister and senior officers from the DoI which is beneficial to both parties.

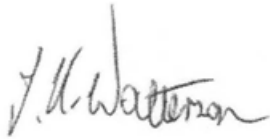
The RTLC continues to plead for adjustments to the Road Transport Act 2001 ("the Act") but notes that progress is slow as we approach a General Election in September 2016. I stress once again that the original intentions of the Act should be implemented and Schedule 2 of the Act, which was intended as a temporary measure, needs removing or amending to assist Public Passenger Vehicle ("PPV") Operators, the RTLC and ultimately benefit the travelling public.

The implementation of a reasonable level of fees and charges for PPV Drivers and Operators is required and has been lacking for many years. The fees charged to Drivers and Operators are only a fraction of those charged in comparable UK regions and yet fare tariffs that taxis can charge are practically identical to the UK national average. Treasury have held back these charges in previous years until "All Island Licensing" came into force but we again await progress on this from the DoI and Tynwald. When the licensing of Heavy Goods Vehicle ("HGV") Operators, otherwise known as "'O' Licensing", is introduced, I strongly encourage Treasury and the DoI to set realistic fees and charges to reflect the work involved, rather than set low levels as sweeteners to introduce the regulations.

'O' Licensing for HGVs is catered for in the Act but the Regulations have not yet been agreed or implemented by the DoI. I'm sure many Tynwald Members will recall the tragic death of 13 year old James Berry in December 2005 whilst he was out cycling in Greeba. James was hit by a road wheel which became detached from a moving lorry. It is only luck that has prevented other serious or fatal injuries since then, although accidents are still happening, and the RTLC is very keen for Tynwald to approve new HGV Regulations as soon as possible. I believe that up to 50% of HGVs are not roadworthy at any one time despite having an annual MOT style test – that test shows that the vehicle is only roadworthy on one day in a year and some Operators do very few, if any, safety checks for the rest of the year. It is also very important that IoM registered HGVs are operating in a correct and safe manner when travelling to, from and within the UK. I ask once again that Tynwald treat this matter with some urgency.

The work of the Committee continues to evolve as society changes and this presents us with new challenges every year. Examples of these challenges include the vetting of new entrants into the trade, safeguarding the public through the monitoring of existing Drivers / Operators or attempting to give the travelling public a better service. The RTLC realises that it too must look at change within itself and with this in mind we await further development in the sharing of office facilities with the Office of Fair Trading.

All members of the RTLC and I understand how busy Tynwald Members are, but we ask that you spend a little time to read this Annual Report as your feedback and comments are always welcome. We look forward to advancing the work of the RTLC in conjunction with you so that the travelling public and the Isle of Man benefit as a whole.



Mr JK Watterson, Chairman

Introduction

The Committee is an independent organisation within the Isle of Man Government established under the Act. The duty of the Committee is to enforce the provisions of the Act. In effect, this means that they regulate the providers of road transport services ensuring the safety of the public and that these transport services meet the needs of the community.

The DoI acts as the sponsoring Department for the Committee within the Isle of Man Government. The Committee holds formal meetings with the Department approximately every six months.

This report provides information about the work of the Committee for the year ended 31st March 2016.

Scope of Responsibilities

The Act requires the Committee to regulate providers of both PPV and HGV services. However since the commencement of the Act in 2001, Tynwald has only approved legislation to allow the Committee to regulate PPVs and then only on a "transitional basis".

The "transitional provisions" of the Act have been in place for more than 13 years and the Committee supports the removal of these provisions to allow more efficient and effective regulation of both PPVs and HGVs. It is understood that the DoI supports progress in these areas.

The Committee

The Committee consists of five members of the public who are appointed by the Council of Ministers subject to the approval of Tynwald for a period of up to five years.

The current membership of the Committee is as follows:-

Mr J Keith Watterson (Chairman)

Mr Brendan O'Friel (Vice-Chair)

Mr Alan Payne

Mr Fred A Peck

Mr David Sellick

RTLIC Office Staff and PPV Inspector

The RTLIC office staff consists of the Secretary to the Committee, Mr Noel Capewell and an Administrative Officer, Miss Liz McMahon. They are assisted by a part-time PPV Inspector, Mr David Berry.

Despite being so few in number, the office staff are still able to cover absences through annual leave and training courses with a minimum of fuss and little or no decrease in the quality of the service offered to Operators and the public in general. Maintaining this level of service is extremely challenging but ultimately rewarding.

Towards the end of the financial year, the DoI approached the Committee about moving offices. There had been discussions previously of moving the RTLC office to share a building with the Office of Fair Trading ("OFT"), a move which the Committee supported. The latest proposals were for both the OFT and the RTLC offices to be moved out to the Department of the Environment, Food and Agriculture building at St Johns. Such a move would be primarily to reduce accommodation costs to Government and took place after the end of this reporting period.

Regulatory Activities

Meetings

During the year, the Committee held 19 meetings, 16 of which had all or some of their proceedings held in public.

The Committee considered 79 applications at meetings held in public which were either for new Operator Registrations, variations of existing Operator Registrations or for section 29 Ply for Hire Service Licences.

73 applications were approved by the Committee, although some of these were deferred by the applicant as the Committee had asked them for additional information. When each of these applications was considered again, they were eventually approved.

1 application was refused and 5 were withdrawn. As with the approved applications, most of the applications which ended up being withdrawn were first considered at a Committee meeting before being deferred as the Committee sought further information. It was only at this stage that the applicants decided to withdraw them.

The Committee also met with the Minister and senior officials from the DoI twice in the past year.

Ply for Hire (Taxi) Applications

During the year the Committee received 1 application for 2 new Ply for Hire "taxi" licences to be issued in the Malew District. The application was refused as the applicant was unable to demonstrate sufficient evidence of an "unmet need" in that District to the Committee. Usually, such an application prompts a very large and passionate response from the taxi trade and this application was no exception. The RTLC office received 11 written objections to the application prior to the meeting and 7 Operators gave notice that they would attend the meeting in person to express their objections. This required considerable additional preparatory work before invitations could be sent out for the meeting. At the meeting itself, the hearing of the application lasted 91 minutes whereas a typical application will take between 20 and 40 minutes for the Committee to hear it.

The Committee considered 28 applications which involved Ply for Hire Operator Registrations and approved 24 of them. These applications were variation applications which included; changes to operating centres, applications to transfer a Ply for Hire business from an existing Operator and issues surrounding the appointment of Transport Managers.

3 applications were considered, deferred and later withdrawn. In addition, as detailed above, 1 application was refused.

The Committee also considered and approved 23 applications for section 29 Ply for Hire Service Licences. Of these applications, 9 were to replace an existing Service Licence which had expired and 14 were for new Operators who had transferred a business from an existing Operator.

Private Hire Applications

The Committee approved 28 applications which involved Private Hire vehicles. These included additional Private Hire cars, the transfer of a Private Hire car from one Operator to another, commercial courtesy minibus services, applications for new operating centres and issues surrounding the appointment of Transport Managers.

Out of the total of 28 applications, 26 were approved and 2 were withdrawn.

Regular Service (Bus and Coach) Licence Applications

The Committee considered 5 applications for variations to Regular Service licences during the year, approving all of them.

Public Safety Issues

The Committee is very concerned about the safety of the travelling public and they have a duty under the Act to ensure that all PPV Drivers and Operators do not present any danger to the public. As a result, they invited 21 different PPV Drivers or Operators to meetings to explain why they had been convicted of a wide variety of offences. Some offences were driving related such as speeding while others involved criminal convictions or cautions.

Some of these were applicants for new PPV Driver licences whose cautions or convictions had been brought to the Committee's attention by a Disclosure and Barring Service certificate.

Other PPV Drivers or Operators had committed offences during the term of their PPV Driver licence. While some PPV Drivers / Operators informed the Committee of their convictions as they were required to do, most did not. The Committee had to rely on reports in the local press or other sources as well as the Disclosure and Barring Service certificate which is required for all new and renewal applications.

The Secretary regularly attends Court to obtain detailed information about alleged offences committed by PPV Drivers and Operators. Over the past year he has also been liaising with other authorities on the Island with regard to safeguarding issues.

In addition, the Committee held Formal Inquiries for 2 different PPV Drivers during the past year. One PPV Driver had his licence suspended while the other Driver's licence was revoked.

Through media reports towards the end of the year, the Committee became aware of the action taken by the licencing authorities in Rotherham following the "sex grooming" scandal. Some UK authorities have decided to introduce compulsory safeguarding training for taxi drivers and have also suspended the licences of those who had not completed the training. A requirement was introduced in Rotherham that drivers had to hand in their licences if they had not attended for work for four months. The authority in Rotherham also introduced a new definition of "fit and proper person" in relation to taxi and private hire licencing.

The Committee has been in discussion with the DoI over steps to tighten regulations to ensure that the Island's taxi trade is adequately regulated. The lessons from Rotherham are included in these discussions.

Driver Medical Issues

Following the tragedy of the "Glasgow Bin Lorry" crash in December 2014, public attention was drawn to driver medical fitness issues. On Island from time to time, medical issues with drivers are mentioned to the Committee. We advise all operators to ensure that their drivers are medically fit and that drivers agree in writing to notify operators of any new or recurring medical issue that might restrict their ability to drive.

Annual Budget

In 2015/16 the annual budget for the RTLC was £105,000 and the RTLC managed to restrict the spending during the calendar year so that the total net expenditure for 2015/16 was significantly under budget at £83,794.

It is interesting to note that the Committee itself is only paid expenses when there are meetings held. In 2015/16 the total cost of Committee expenses was £9,650.

The RTLC was able to limit expenditure to ensure that they were significantly under budget despite the fact that there has been no increase in the fees that they can charge since July 2012 which, in turn, was the first fee increase since the creation of the RTLC in 2002.

One of the consequences of not regularly increasing fees is that Island fees are now very much lower than those charged around England. Examples of comparable annual fees from some other authorities in England are given below;

	<u>Isle of Man</u>	<u>Portsmouth</u>	<u>Salford</u>	<u>Hartlepool</u>	<u>Isle of Wight</u>
National Fare Ranking (out of 365)	169	193	265	364	170
New Driver Licence - Ply for Hire	£15.00	£128.00	£73.33	£98.33	£60.00
New Driver Licence - Private Hire	£15.00	£118.00	£98.67	£98.33	£60.00
Renewal Driver Licence - Ply for Hire	£8.33	£93.00	£36.00	£91.67	£50.00
Renewal Driver Licence - Private Hire	£8.33	£96.67	£41.67	£91.67	£50.00
Vehicle (operator disc) - Ply for Hire	£83.00	£219.00	£247.00	£360.00	£270.00
Vehicle (operator disc) - Private Hire	£83.00	£164.00	£246.00	£350.00	£270.00
Operator Registration	£45 or £60*	£541.00	£140 to £410	£270 to £500	£180.00

* The Operator Registration fee is a one-time payment for the life of the operator in the Isle of Man. There is no annual fee.

Support for Other Regulators

The VTC carries out annual examinations of PPVs and failure notices are issued to vehicles which do not pass this examination. In some extreme cases, it has been known for a Prohibition Notice to be issued for a PPV at the VTC following an annual examination. The Department also carries out unannounced spot checks on PPVs which take place at taxi ranks or other places around the Island where PPVs are likely to congregate.

The Committee and the VTC have established a system whereby if any defects are detected on licensed PPVs which result in a test failure or a Prohibition Notice being issued, either at the VTC or as a result of a roadside check, the Committee is notified.

Where this occurs the Committee will wish to see evidence that the Operator of the vehicle has adequate procedures in place for regular safety checks as well as the proper maintenance and servicing of their vehicles. The Committee is particularly looking for evidence of a preventative maintenance system which will not only help to prevent future test failures but will also hopefully save the Operator time and money as potential faults with the vehicle can be spotted when they are still relatively minor and easy to rectify at a time of the Operator's choosing.

The Committee's primary aim when speaking to Operators about vehicle maintenance is to impress upon them the importance of regular maintenance checks and daily safety checks, all of which should be documented.

The Committee is willing and able to provide advice to the Operators as evidenced by the production of the Guide to Maintaining Roadworthiness ("the Guide") which was produced in July 2012. The Guide describes a system for maintaining vehicles in a roadworthy condition regardless of operating conditions, fleet size or vehicle type and is also supplied to all new Operators when they make their application for a new Operator Registration to the Committee. The Committee has received some positive feedback from Operators who have found the Guide to be helpful and have followed most of the recommendations contained within it.

Should an Operator have repeated test failures which, in the Committee's opinion are jeopardising the safety of the travelling public, the Committee may then hold a formal Inquiry into whether the Operator can meet the standard of "professional competence" necessary to retain their Operator Registration.

The Committee received a total of 63 test failures or vehicle prohibition notices from the VTC for PPVs during 2015/16. This was up from a figure of 33 for the previous year. Of those 63 notices, 40 were considered serious enough to warrant the Committee inviting the Operator into a meeting to discuss their maintenance procedures. It was not deemed necessary to hold any Formal Inquiries due to maintenance issues with Operators in 2015/16. There was evidence that most Operators who appeared before the RTLC following a test failure took significant steps to improve their safety and maintenance procedures.

Occasionally the Committee find that a small minority of Operators have repeat failures which raise questions as to whether advice is being heeded and improvements actioned. One action that the Committee considers in cases where the Operator has licences for more than a single vehicle is whether to reduce that Operator's fleet until higher standards are achieved. There were a couple of notable Operators with repeat failures in 2015/16 and the Committee will be watching these Operators very carefully going forward.

The Committee continues to be concerned that a minority of Operators are deploying vehicles which are over 10 years old, some with a very high mileage recorded. These vehicles are likely to be less attractive to passengers and more liable to breakdowns.

Support for the Industry - Quality

Drivers of Ply for Hire taxis, Private Hire cars and Private Hire minibuses play a significant and vital role in providing services to the public. As a result a customised training course has been designed for PPV Drivers, which is aimed at improving customer care.

The Committee has become aware of continuing complaints from the travelling public about the variable standard of customer care being given by a small minority of PPV Drivers when picking people up from Ronaldsway Airport.

The Committee continues to receive occasional reports of passengers being delayed because of a shortage of taxis at Ronaldsway Airport, especially on weekend evenings. This may be partially caused by aircraft arriving around the same time and larger aircraft discharging higher numbers of passengers.

The issue of a variable standard of customer care is one example of the need to strengthen regulations and the penalties that can be imposed upon those that do not follow them. Another example was mentioned earlier in the Report where the majority of Operators or PPV Drivers do not inform the Committee when they have committed an offence. The Committee is exploring ways of strengthening these regulations and penalties through legislative avenues with the DoI.

Licensing Statistics

As part of its duties under the Act the Committee holds registers of PPV Drivers and Operators. The following statistics were valid on the 1st April 2016.

Statistic	1st April 2016	1st April 2015
Total number of registered Operators	264	259
Total Number of registered PPVs	430	478
Number of Ply for Hire taxis licenced	197	198
Number of Private Hire cars licenced	61*	101
Number of Buses, Minibuses and other vehicles (including motorcycles, trikes, funeral cars, etc.).	172	179
Total number of registered PPV Drivers (many only work part-time)	1,169	1,135
Number of PPV Drivers licensed to drive Ply for Hire taxis and Private Hire cars (approximately)	630	628
Total number of new applications for PPV Driver Licences	122	100
Number of new applications for PPV Driver Licences to drive Ply for Hire taxis or Private Hire Cars	53	39
Number of new applications for PPV Driver Licences to drive buses, minibuses or Restricted PPV Driver Licences	69	61
Total number of renewal applications for PPV Driver Licences	226	218

*The 2016 figures for licenced Private Hire vehicles is probably under reported as some operators failed to renew their annual vehicle licences before their expiry on March 31st 2016. Thus a number of Private Hire vehicles were not licenced on April 1st but were licenced the following week. This may partially account for the difference between 2015 and 2016.

Review of Fare Tariffs

The Committee may from time to time determine the maximum fares to be charged by vehicles when under hire as per Section 35 of the Act. Such a review was undertaken by the Committee in February 2016 with the deadline for submissions being March 15th.

The Committee asked for submissions from all Operators as well as the Manx Taxi Federation, inviting them to submit their views and any fare proposals to the Committee as part of the review. The Committee were disappointed that only 36 submissions were received from Operators, although this in itself was an increase from the 7 received in 2014 and 23 received in 2015.

The Committee were grateful to the Operators and organisations that took time to present submissions.

- 8 operators requested that the tariff stay the same.
- 28 operators requested an increase to the tariff (11.6% of all operators).
- The RTLC office also received emails from members of the public who requested that there be no rise in the tariff for 2016.

The Committee took into account factors such as;

- The substantial reduction in the cost of fuel over the 18 months prior to March 2016.
- Only 11.6% of over 240 operators were in favour of an increase to the tariff.
- The fact that the Isle of Man economy was still in a fragile state in March 2016.

The Committee gave careful consideration to the representations and proposals that they received and decided to make no alterations to the maximum fares to be charged in 2016. Information regarding the up to date taxi tariffs can be found on the RTLC website, www.gov.im/RTLC.

The cost in the Isle of Man of a Tariff 1 two mile fare is £5.70 which is just over the UK average of £5.68 according to figures obtained from the February 2016 edition of Private Hire + Taxi Monthly magazine. This ranks the Isle of Man 169th out of 365 UK authorities when looking at the cost of a Tariff 1 two mile fare (with the 1st of the 365 authorities listed being the most expensive). Jersey ranks 32nd and Guernsey ranks 46th.

Challenges Facing PPV Operators

Road Transport Act 2001

Many of the challenges facing the industry have been generated by a requirement, set out in the "transitional provisions", to limit numbers of taxi (Ply for Hire) licences, and to apply a District or zonal licensing system.

These challenges to both the industry and to the regulator could be removed by Tynwald bringing to an end the "transitional provisions" of the Act which were due to be lifted in 2007 and have subsequently been delayed on a number of occasions.

The ending of the "transitional provisions" would de-limit numbers of taxi licences and make provision for all-Island taxi licensing. It is understood that such changes would allow taxi operators to invest in their businesses to improve standards for customers and it would also reduce the complexity of the regulatory system.

The Committee cannot make effective decisions in regulating taxi providers whilst the "transitional provisions" continue for an extended period. The current situation increases the focus on quantitative controls, rather than quality controls, and any decision by the Committee to grant or refuse a licence is open to legal challenge.

Challenges Facing the Road Transport Licensing Committee

The continuation of the transitional provisions of the Act have, in the opinion of the Committee, led to the following undesirable activities which reduce the effectiveness of regulation. The Committee also believe that these provisions work contrary to its remit to protect public safety and ensure services are provided for the benefit of the community.

Sale of Taxi Businesses/"Trading" in Taxi Plates

An unofficial and unlawful market in trading in ply for hire (taxi) licences has been created by the trade which supports the buying and selling of statutory approvals to operate a taxi business. Anecdotal evidence suggests that a value of up to £20,000 can be gained from the sale of statutory approvals to operate a ply for hire taxi.

The Committee consider that the illegal diversion of operator funds into "trading" in taxi plates probably accounts for the failure of part of the trade to invest in newer vehicles to provide the travelling public with a better service. As we have noted earlier in this report, the existence of too many older vehicles in the present fleet probably contributes to the failure rate of PPVs at annual tests at the VTC. Steps to reduce and eliminate this illegal practice (and cost to operators) should encourage greater investment in better and newer vehicles by the trade.

The Committee does not, at present, have the power to prevent the lawful transfer or takeover of a taxi business, or to restrict the sale of a business within a given timescale, even in circumstances where it is evident that a taxi plate is dormant and no actual business exists.

It is important to note that problems associated with the sale, and trading of taxi businesses or "plates" only arise where a limit is placed on the overall number of taxi licences, and it is evident that such difficulties will persist whilst the "transitional provisions" of Schedule 2 of the Act continue to provide for quantity controls.

Renting of Taxi Plates

The practice of "renting taxi plates" is unlawful and the Committee has been unable to identify the actual arrangements or agreements that may exist. This is caused by the difficulty in obtaining any evidence of these arrangements or agreements.

The "renting of taxi plates" can, on occasions, generate income for a number of people, including the operator, the manager, and the driver or drivers. The difficulty for the Committee arises when a complaint occurs and it may not be possible to investigate who was responsible for the vehicle due to the presence of unlawful renting agreements.

There is a further danger. For any operator or driver using a PPV to carry passengers with a "rented" plate, it is highly likely that this illegality will invalidate any insurance on the vehicle. The travelling public would therefore be exposed to the danger of being driven in an uninsured vehicle. The consequences, if there was to be an accident, could be extremely serious.

Problems associated with the "renting of taxi plates" only arise where a limit is placed on the overall number of taxi licences, and such difficulties will persist whilst the "transitional provisions" of Schedule 2 of the Act continue to provide for quantity controls.

Private Hire

Applications to operate additional Private Hire vehicles are not subject to the "transitional provisions" of Schedule 2 of the Act and the Committee has no authority to restrict the numbers of such class of vehicles. Services of Private Hire can also be operated on an all-Island basis.

It is estimated that over 90% of all PPV journeys originate from a Private Hire booking, e.g. by mobile phone or landline, rather than Ply for Hire where the vehicle is hailed at a taxi rank or in the street.

It is noted that there has been an increase in the number of applications to operate Private Hire cars, which is largely due to the problems generated by the limit on numbers of Ply for Hire taxis.

The continuation of the "transitional provisions" means that owners who operate on a purely Ply for Hire basis are not able to compete fairly with their Private Hire counterparts for bookings made by telephone.

Mobile Taxi Applications or Apps (e.g. Uber)

In 2014 a mobile taxi app called "Appy Taxi" came to the attention of the Committee. The company behind Appy Taxi marketed itself extensively on social media before launching in the last few months of 2014. The company did attempt to make contact with the Committee, but all efforts to meet with them or discuss how their app would work on the Island came to nought.

The Committee did not stop trying to investigate how the company was operating but it became apparent after several months that the company had ceased operating. It is believed that this was because of a lack of interest from drivers to sign up to the company (which was acting as a service provider) and a lack of interest from the travelling public.

The Committee understands that a number of established, on-Island service providers have developed or are developing apps of their own.

The impact of Uber and similar developments on the taxi trade worldwide may affect the Island. The Committee note the considerable controversy generated by the arrival of Uber - for example in London - and intend to continue to monitor what is in the best interests of the Island and especially our travelling public.

Taxi Districts or Zones

The "transitional provisions" support a system of four "zones" in the Island and restricts taxi operators to only accept customers in the area in which they are licensed and when they are in other "zones" they have to refuse to accept passengers.

The present zonal system can be confusing and frustrating to the public, who sometimes do not understand that a taxi is restricted to plying for hire in its licensed District.

When the "transitional provisions" come to an end, the Act provides for the introduction of an all-Island licensing system, which would likely increase the supply of taxis and the scope for customer choice. It would also likely promote fuel efficiency, and better utilisation of vehicles, time and resources.

Some members of the taxi trade are concerned that the removal of the District system will result in a proliferation of "out of town" taxis in the Douglas area (the East District), which could in turn result in a shortfall in the number of taxis available in other areas of the Island.

Tynwald has previously approved a recommendation that legislation be amended in order to make provision for all-Island taxi licensing, but that such legislative change is still awaited.

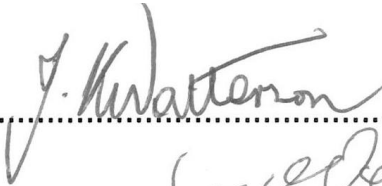
Language / Cultural Difficulties

The Committee is experiencing increasing difficulties with new applicants as well as existing PPV Drivers and Operators who have a lack of familiarity with the English language. It is not uncommon to receive applications from new PPV Drivers or Operators for whom English is not a first language, but the Committee is now meeting applicants who are unable to either read, speak or understand English – or, in some cases, all three.

It is clear that the Committee must adapt and modify some of its mechanisms such as the knowledge test to not only ensure that a PPV Driver has sufficient knowledge of a particular District and the Island as a whole, but also that they are able to understand the travelling public and also be understood by them.

This is a problem likely to be experienced increasingly across other public services and Island wide initiatives to encourage improved knowledge of spoken and written English may be needed.

Mr J Keith Watterson (Chairman)




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Mr Brendan O’Friel (Vice-Chair)



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Mr Alan Payne



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