

Agenda item	17.1
Report no	HLC/149/25

THE HIGHLAND COUNCIL

Committee: THE HIGHLAND LICENSING COMMITTEE

Date: 16 September 2025

Report title: Private Hire Car Operator's licence – Taxi 24/7 Ltd. (Ward 18 – Nairn & Cawdor)

Report by: Principal Solicitor – Regulatory Services

1. Purpose/Executive summary

1.1 Summary

This report relates to a licensed private hire car (PHC) operator who has been reported for a breach of licence conditions.

This item is subject to a formal hearing procedure.

2. Recommendation

2.1 Members are asked to determine in accordance with the Council's hearings procedure, whether the licence holder continues to be a fit and proper person to hold a PHC operators' licence and/or whether the carrying out of the activity to which the licence relates is likely to cause a threat to public safety. Upon determining this, members are asked to decide whether any action should be taken against the licence holder.

3. Background

- 3.1** The Highland Council has resolved that in terms of the Civic Government (Scotland) Act 1982 (the "Act") a licence will be required for the operation of a PHC. A licence for the same is issued by the Highland Council and is valid for the whole Council area.

4. Licence Holder

- 4.1** Taxi 24/7 Ltd. hold PHC operator's licence 13 0011 which expires on 27 November 2027. Kenneth Finnerty is the day to day manager for this licence.

5. Highland Council Penalty Points System for Taxi and Private Hire Operators

- 5.1** Highland Council (Trading Standards) introduced a Penalty Points System on 01 July 2006 to assist in the assessment of the level of compliance shown by each operator in relation to conditions 1 and 2 of a PHC operator's licence. When the points on an operator's licence reach 20 or more during a two year rolling period, the operator becomes the subject of a report to the Highland Licensing Committee.

- 5.2** On 19 August 2025 a report in relation to Taxi 24/7 Ltd. was received from the Council's Trading Standards Service who are responsible for the enforcement of the licensing scheme for taxi/private hire cars and their drivers. A copy of the report received from Trading Standards is attached as **Appendix 1**, together with copies of productions which are attached as **Appendix 2**.

- 5.3** The report has been submitted due to Taxi 24/7 Ltd. accruing a total of 30 points on PHC Operator Licence no. 13 0011 and for failing to maintain the licensed PHC to the standards required by the Licensing Authority.

6 Process

- 6.1** A copy of the report and all attachments have been sent to Taxi 24/7 Ltd. who have been invited to attend and will be provided with an opportunity to be heard by the Committee. A copy of the procedure which will be followed at the meeting has also been sent to the licence holders.

7. Consideration of action to be taken

- 7.1** In terms of Section 11 of Schedule 1 of the Civic Government (Scotland) Act 1982 a Licensing Authority may suspend a licence(s) on the following grounds:

- (a) if in their opinion the holder of the licence is no longer a fit and proper person to hold the licence(s);
- (b) the carrying on of the activity to which the licence relates has caused, is causing or is likely to cause undue public nuisance or a threat to public order or public safety;
or
- (c) a condition of the licence has been contravened.

- 7.2** If Members are not of a mind to suspend the licence, the Committee could require the operator to present his vehicle for inspection on a more frequent period than the current 6 or 12 month inspection regime e.g. every 3 months. This would allow Trading Standards an opportunity to undertake more regular monitoring of the vehicle.

8. Policies and Conditions

8.1 The standard PHC operator's licence conditions are relevant to this case and can be accessed via the following link:

[Private Hire Car Operators Licence | Private Hire Car Operators Conditions of Licence](#)

8.2 In terms of condition 1 of the PHC operator's licence conditions, the holder of a private hire car operator's licence shall ensure that the private hire car, including all body work, upholstery and fittings, is maintained in a safe and serviceable condition and, subject to prevailing road conditions, is in a clean condition and of smart appearance.

9. Implications

9.1 Not applicable.

Date: 26 August 2025

Author: Michael Elsey

Appendix 1: Trading Standards report

Appendix 2: Trading Standards copies of productions

CIVIC Government (Scotland) Act 1982

Penalty Points System for Licensed Taxi and Private Hire Car (PHC) Operators and Drivers

Reference No TS/CG(S)/APP/130011

Against: Taxi 24/7 Ltd.

Day to day manager: Kenneth Anthony Finnerty.

Age: [REDACTED] DOB: [REDACTED]

Home Address: [REDACTED]

Licence Held: PHC Operators Licence 13 0011

Expiration Date: 27/11/2027

Current Vehicle: Ford Galaxy VRM: LK64 TYU

Date of first registration: 17/09/2014

Previous vehicle: Ford Galaxy VRM: LT62 UPD

Date of first registration: 24/10/2012

Penalty Points Total as of 11/08/2025: 30 Points

Reporting Officer: Bobby Smeaton

Designation: Enforcement Officer

Address: Highland Council Trading Standards
38 Harbour Road
Inverness

IV1 1UF

It is reported that:

Taxi 24/7 Ltd has failed to maintain a licensed private hire car to the standard required by the Licensing Authority, Highland Council, contrary to condition 1 of the Taxi Operator's Conditions of Licence, as demonstrated by the result of one vehicle inspection, carried out by the Highland Council approved contractor.

Background Information

The penalty points system was introduced on 1st July 2006. Its purpose is to assist Trading Standards in the evaluation of how well licensed operators maintain their vehicles.

Points accumulate when faults are found during the Council's inspection of licensed vehicles or during 'on the spot' inspections by Trading Standards staff. An appeal system is in place, which allows an Operator to question the allocation of points.

When the points total reaches 20 or more during a two-year rolling period, the Operator becomes the subject of a report to the Licensing Committee.

(Production Number 1. Penalty points tariff).

Summary of Facts and Evidence

This report relates to the licensed vehicle(s) operated by Taxi 24/7 Ltd, on licence number 13 0011. The vehicle on 13 0011 is a Ford Galaxy, vehicle registration mark LK64 TYU. The previous vehicle on 13 0011 was also a Ford Galaxy, vehicle registration mark LT62 UPD. It is LT62 UPD that has caused the licence to have accrued 30 penalty points for faults identified during one inspection of the licensed vehicle, carried out by the Council's contractor. This matter is

reported as the penalty points total has accumulated to more than 20 points between both licences within a two-year rolling period.

Antecedents

Taxi 24/7 Ltd currently holds private hire car operator's licence 13 0011 which was renewed on 28/11/2024 and is valid until 27/11/2027.

Evidence relating to licence 13 0011

A 6 monthly inspection by the Council's contractor of the licensed vehicle on 12th March 2025 resulted in a failure with seven faults being identified:

1. Centre rear seat belt not working
2. Engine management light on
3. NSF side light not working
4. NS side indicator not working
5. All 4 anti-roll bar links need replaced
6. Rear brake pads below minimum
7. OSR tyre worn through to cords

In the opinion of the vehicle examiner, the vehicle was dangerous to drive because of the defects listed above.

There were also three group B faults (Appearance & Utility Standard) identified during the same inspection:

1. Inside of vehicle requires cleaning
2. NSF front bumper damaged
3. OS sill damaged

A suspension notice in terms of Section 11 of the Civic Government (Scotland) Act 1982, was issued to Taxi 24/7 Ltd.

This notice prohibited the use of the vehicle under licence until such time that the faults were rectified and the vehicle re- inspected by the Council contractor.

(Production number 2. Taxi test report form dated 12/03/25).

(Production Number 3. Suspension notice dated 13/03/25).

(Production number 4. Taxi test report form dated 12/03/25).

Current operating protocols of the penalty points system require that when an Operator reaches 20 or more points, they are interviewed by Trading Standards Staff, to ascertain if there is any reason that points should not have been allocated to the licence prior to being reported to the Licensing Committee.

Trading Standards Staff initially emailed Taxi 24/7 Ltd on 16th May 2025. They were duly notified that the points on the PHC operator's licence had exceeded the threshold and asked if they would like to attend interview to present any mitigating circumstances for this. The email provided a copy of the inspection report (production number 2) and a link to the penalty points tariff (production number 1). An email response dated 17th May 2025 was received indicating that Kenneth Finnerty was on holiday until late 27th May but the vehicle in question did go for a pre-inspection and that contact would be made with the garage that carried out this work upon his return.

An email reminder was sent to Taxi 24/7 Ltd on 4th June 2025. A response was received the same day indicating that Mr Finnerty had chased the garage that had undertaken the pre-inspection and once correspondence had been received it would be forwarded to Trading Standards.

On 11th June 2025 Trading Standards replied to indicate that any evidence offered in mitigation would need to be presented at interview.

A final reminder was sent to Taxi 24/7 Ltd via email on 4th July 2025 advising that any evidence in mitigation would need to be presented before Monday 4th August 2025.

A response was received from Taxi 24/7 Ltd intimating that Mr Finnerty was chasing up the garage which had carried out the pre inspection work and that they were severely understaffed.

(Production Number 5. Email chain dated from 16th May 2025 to the 8th July 2025).

On the 31st July 2025 at 10:52 Taxi 24/7 Ltd forwarded an email from Hendersons Garage to Trading Standards. This email contained an apology for the delay in getting back to them and explained why the vehicle was sent for the council vehicle inspection without preparation being done. The dates in the body of the email didn't match up with the council inspection dates of the vehicle.

(Production Number 6. Forwarded email dated 31st July 2025).

On the 31st July 2025 at 11:20 Taxi 24/7 Ltd forwarded an email from Hendersons Garage to Trading Standards. This email contained an apology for the delay in getting back to them and explained why the vehicle was sent for the council vehicle inspection without preparation being done. The dates in the body of the email matched up with the council inspection dates of the vehicle.

(Production Number 7. Forwarded email dated 31st July 2025).

Evidence held by Trading Standards:

Number	Description
1	Penalty Points Tariff
2	Taxi Test Report dated 12/03/25
3	Suspension notice dated 13/03/25
4	Taxi test report dated 12/03/25
5	Email chain dated from 16/05/25-08/07/25
6	Forwarded email dated 31/07/25
7	Forwarded email dates 31/07/25

This leaflet is designed to explain the penalty points system in operation within Highland Council and provide basic guidance to Taxi and PHC operators and drivers on its use. It is not a complete or an authoritative statement of the law relating to taxi and PHC businesses.

1. What is it?

1.1. The Penalty Points System (the system) is an evaluation tool used by Trading Standards staff to determine whether the licensed vehicle of a Taxi/PHC operator or driver, when examined over a period of time, has reached a point where the matter justifies referral to the Licensing Committee.

2. Why was it introduced?

2.1. The system was introduced in 2006 following concerns expressed by Members of the Civic Government Licensing Working Group about the level of safety related failures recorded during the routine vehicle examinations undertaken by the Council's appointed contractor.

2.2. In addition to the real public safety concerns that existed, the time spent by Trading Standards staff suspending unsafe vehicles from use and chasing up licensees to remedy other defects found, was seen as wasteful and inefficient.

2.3. Trading Standards have used the system since then to maintain the general standard of Taxi's and PHC's operating within Highland.

3. What is the principle of the system?

3.1. The system is a way of openly communicating to licensees any failures to maintain and otherwise operate a licensed vehicle, including unacceptable actions or omissions by a licensed driver. The system encourages self-regulation and by routine scrutiny provides a fair process for all licensed operators/drivers.

3.2. In addition, it provides a clear decision making process for Trading Standards staff to report a matter to the Licensing Committee. The system can be seen as being fair and transparent. Members can also be confident that a consistent approach is being taken and that the behaviour of one licensee can be easily compared against that of other licensees as well as against the standard set by the Council.

4. How does it work in practice?

4.1. The current Penalty Points Tariff is annexed to this document. The tariff was drawn up by reference to existing DVSA guidelines on the categorisation of vehicle safety defects. Other non-safety elements of the tariff were agreed by the Civic Government Licensing Working Group members.

4.1.1. The tariff was last reviewed by the Civic Government Licensing Working Group during 2009.

4.2. Different categories of licence holder will be liable to have Penalty Points allocated for different events or defects found. This is due to the very specific responsibilities that are applicable to licence categories; examples of this are as follows: -

4.2.1. A licensed Operator has overall responsibility for the vehicle and will therefore be liable for safety defects discovered which should have been detected by appropriate routine maintenance.

A licensed driver also has some responsibility for the safety of the vehicle, but whilst it is seen as reasonable that he/she should carry out an examination of the vehicle at the start of a shift and detect tyres that are below the legal tread depth, he/she is not liable for defects which would take a mechanic to identify.

4.2.2. A licensed operator cannot be liable for the failure of a licensed driver to display his identity badge. In such circumstances penalty points will only be allocated to the driver.

4.2.3. In some cases e.g. the “bald tyres” scenario, both driver and operator would be allocated penalty points as both have equal liability.

4.3. Vehicle defects are recorded on the Trading Standards database. These include defects discovered during:

- Routine Council examinations
- inspections carried out on taxi ranks and elsewhere while vehicles are in use
- complaint investigations, and
- any necessary follow-up actions e.g. warnings issued where remedial work has not been carried out as required.

This record entry is automatically translated into the relevant number of Penalty Points according to the agreed tariff.

4.4. A licensee can appeal to Trading Standards operational staff against the allocation of penalty points and in cases where circumstances justify, an adjustment to the allocated points will be made.

A further route of appeal to the Trading Standards Team Leader is also available, should this be necessary.

4.5. The allocation of penalty points will be identified to the licensee at the time of the incident or subsequently in writing to the licensee.

5. **What is the Formal Action Trigger Point?**

5.1. The “**Formal Action Trigger Point**” has been set at a total of 20 Penalty Points during any 2 year period.

5.2. If any licensee accumulates 10 points or more they will be formally notified in writing of this fact and given the opportunity to discuss the matter with a member of Trading Standards staff.

5.3. Where the “**Formal Action Trigger Point**” is reached or exceeded, the preparation of a report to the Licensing Committee will be triggered.

5.4. Licensees are then notified in full of the faults or problems which have led to the penalty points accumulated and are given the opportunity, before the report is submitted, to make representations to the Trading Standards Manager in relation to the matter.

5.5. A report would only go ahead if the Trading Standards Manager was content that such a report was justified.

6. **What information will the report to the Licensing Committee contain?**

- 6.1. The report will identify the licensee to which the case relates. This could be a licensed operator, licensed driver or both.
- 6.2. Where a report is made against a licensed operator who is also a driver, the report may only be in relation to one of the licences he/she currently possesses.
- 6.3. The Penalty Points accumulated by the licence will be identified, as will the full facts including vehicle inspection reports, complaint outcomes, warnings issued and any other evidence relevant to the case. It is on the basis of the total evidence and not simply on the Penalty Points total that the case will be submitted.

Annex: Penalty Points Tariff

Applicability				Defect				Penalty Points
Operator		Driver		Category	Sub-Category	Descriptor	Code	
Taxi	PHC	Taxi	PHC					
✓	✓	✓	✓	Safety	Tyres/Wheels	High Risk / Obvious	TA7	7
✓	✓			Safety	Tyres/Wheels	Med-High Risk / Detectable by Routine Maintenance	TA5	5
✓	✓			Safety	Tyres/Wheels	Med Risk / Undetectable by Routine Maintenance	TA2	2
✓	✓	✓	✓	Safety	Brakes	High Risk / Obvious	TB7	7
✓	✓			Safety	Brakes	Med-High Risk / Detectable by Routine Maintenance	TB5	5
✓	✓			Safety	Brakes	Med Risk / Undetectable by Routine Maintenance	TB2	2
✓	✓	✓	✓	Safety	Steering / Suspension	High Risk / Obvious	TC7	7
✓	✓			Safety	Steering / Suspension	Med-High Risk / Detectable by Routine Maintenance	TC5	5
✓	✓			Safety	Steering / Suspension	Med Risk / Undetectable by Routine Maintenance	TC2	2
✓	✓	✓	✓	Safety	General	High Risk / Obvious	TD7	7
✓	✓			Safety	General	Med-High Risk / Detectable by Routine Maintenance	TD5	5
✓	✓			Safety	General	Med Risk / Undetectable by Routine Maintenance	TD2	2
✓	✓	✓	✓	Safety	Lighting	High Risk / Obvious	TE7	7
✓	✓			Safety	Lighting	Med-High Risk / Detectable by Routine Maintenance	TE5	5
✓	✓			Safety	Lighting	Med Risk / Undetectable by Routine Maintenance	TE2	2
✓	✓			Documents, etc.	Insurance	Not Present (Insurance Valid)	TF1	1
✓	✓			Documents, etc.	MOT	Not Present (MOT Valid)	TG2	1
✓	✓			Documents, etc.	Registration Document V5	Not in operators name	TH1	1
✓	✓			Documents, etc.	Registration Document V5	Not Present	TI1	1
✓	✓ If meter fitted			Documents, etc.	Tariff Card	Not Present / Illegible	TJ3	3
		✓	✓	Documents, etc.	Drivers ID Card	Not Present	TK5	5
		✓	✓	Documents, etc.	Drivers ID Card	Incorrectly Displayed	TK3	3
✓	✓			Documents, etc.	Licence plate	Not Present	TL5	5
✓	✓			Documents, etc.	Licence plate	Incorrectly Displayed	TL3	3
✓				Documents, etc.	Taxi Sign	Not Present / Incorrectly Displayed	TM3	3
✓	✓ If meter fitted	✓	✓	Taximeter	Meter	Unsealed (Not 'False or Unjust' and with Reasonable Excuse)	TN3	3
✓	✓			Safety+ Standards	Fire extinguisher	Not Present	TO1	1
✓	✓			Safety+ Standards	Fire extinguisher	Unacceptable Standard	TP1	1
✓	✓			Safety+ Standards	First aid kit	Not Present	TQ1	1
✓	✓			Appearance/	Spare Wheel	Not Present	TR1	1

Applicability				Defect				Penalty Points
Operator		Driver		Category	Sub-Category	Descriptor	Code	
Taxi	PHC	Taxi	PHC					
				Utility				
✓	✓	✓	✓	Appearance/ Utility	External Cleanliness	Unacceptable Standard	TS1	1
✓	✓			Appearance/ Utility	External Appearance	Unacceptable Standard	TT1	1
✓	✓			Appearance/ Utility	Advertising	Unacceptable Standard (Honest, Decent & Truthful)	TU2	2
✓	✓	✓	✓	Appearance/ Utility	Internal Cleanliness	Unacceptable Standard	TV2	2
✓	✓			Appearance/ Utility	Internal Appearance	Unacceptable Standard	TV1	1
✓	✓			Appearance/ Utility	Controls & Fittings	Unacceptable Standard	TW1	1
✓	✓	✓	✓	Appearance/ Utility	Drivers Cleanliness / Appearance	Unacceptable Standard	TX1	1
✓	✓	✓	✓	Licensee Behaviour	Other Breach of Conditions / Act	Written Warning	TY5	5
✓	✓	✓	✓	Licensee Behaviour	Other Breach of Conditions / Act	Oral Warning/ Written Notice	TY3	3
✓	✓			Licensee Behaviour	Accident Damage	Failure to Report	TZ2	2

HIGHLAND COUNCIL – TAXI/PHC VEHICLE TEST REPORT FORM

DATE OF INSPECTION	12th March 2025	INSPECTION LOCATION	Inverness MOT Centre, 36 Shore Street, Inverness
TIME OF INSPECTION	0945 hours	VEHICLE OWNER	Taxi 24/7 Ltd
INSPECTION REF NO.	-	ADDRESS	██████████
TAXI/PHC LICENCE NO.	PHC 13 24	POSTCODE & TEL. NO.	██████ ██████
TYPE OF INSPECTION	6 month council	INSPECTION CARRIED OUT	council
VEHICLE DETAILS		(Council Test/Combined Test/Retest etc)	
REGISTRATION No.	LT62UPD	RECEIPT NO(s)	77CX07411111
MAKE & MODEL	Ford Galaxy	FEE PAID	£114
VEHICLE COLOUR	Black	MILEAGE	224511
DATE OF FIRST REG	01/08/2012	FUEL TYPE	DIESEL
ENGINE SIZE	1997	TYRE SIZE	215/66/16
CHASSIS NO	WF0MXXGBWMCE39639	TAXI METER SERIAL NO	12-09935
NO OF PASSENGER SEATS	6	VEHICLE EXAMINER	A HUGHES

ARE 'PRE-BOOKED ONLY' STICKERS BEING DISPLAYED ON EACH SIDE OF THE VEHICLE (PHC'S ONLY) NO

	TEST RESULTS	MOT CERTIFICATE NUMBER
MOT	N/A	N/A
SAFETY ASPECTS	FAIL	*WARNING In the opinion of the examiner, the vehicle is dangerous to drive because of the defects listed in box A above *Delete if not applicable.
APPEARANCE & UTILITY	FAIL	

Overall Test Result

FAIL

IMPORTANT: PLEASE READ THE NOTES OVERLEAF FOR INFORMATION AS TO WHAT ACTION (IF ANY) IS REQUIRED TO BE UNDERTAKEN BY YOU THE VEHICLE OPERATOR

A: SAFETY ASPECTS (FAIL POINTS)

CENTRE REAR SEAT BELT NOT WORKING	OFFSIDE REAR TYRE WORN THROUGH TO CHORDS
ENGINE LIGHT ON	
NEARSIDE FRONT SIDE LIGHT NOT WORKING	
NEARSIDE SIDE INDICATOR NOT WORKING	
ALL FOUR ANTI ROLL BAR DROP LINKS NEED REPLACED	
REAR BRAKE PADS BELOW MINIMUM	

Has the plate been removed from the vehicle: No

B: FAULTS (Appearance & Utility Standard) MUST be rectified within 21 days.

INSIDE OF VEHICLE REQUIRES CLEANING	
NEARSIDE FRONT BUMPER DAMAGED	
OFFSIDE SILL DAMAGED	

C: Observations for information only

NEARSIDE WINDSCREEN CRACKED	
OIL LEAK	
BOTH REAR TRAILING ARM BUSGES WORN	
NEARSIDE REAR REFLECTOR BROKEN	

Examiners Signature **ANDREW HUGHES**

Date **12/03/25**

CIVIC GOVERNMENT (SCOTLAND) ACT 1982
SECTION 11(2) STATUTORY NOTICE

(Taxi and Private Hire Cars)
(Safety of Vehicles and Fitness/Accuracy of Taximeters)

Licence Holders Details

Name	Taxi 24/7 Ltd
Address	[REDACTED]

Authorised Officer's Full Name; I, Official Address	John McCallum Of, Highland Council, Trading Standards Unit, 38 Harbour Road, Inverness, IV1 1UF	Being an Officer authorised by Highland Council for the purposes of Section 11 of the Civic Government (Scotland) Act 1982
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Hereby give you notice that I am not satisfied that

Vehicle Details:	Ford Galaxy VRM: LT62 UPD
Licence No:	13 0011

* Is safe for the carriage of passengers

The reason for my said conclusions are:

Centre seat belt not working, Engine light on, Nearside front side light not working,
Nearside side indicator not working, all four antiroll bar drop links need replaced.
Rear brake pads below Minimum & offside rear tyre worn through to chords.

* Your Licence (identified above) to operate a *(Taxi/Private Hire Car), is hereby suspended with immediate effect.

You have a period of 28 days from the date of this Notice to satisfy an authorised officer of the Council or a Police Officer that the above matters have been rectified. Failure to do so will result in the automatic suspension of the unexpired portion of the duration of the said licence.

* You are required to submit the said vehicle for further inspection and test at:

Time and place	Council approved inspection garage upon rectification of faults
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Signature of Authorised Officer	J McCallum
Date	13-03-25

HIGHLAND COUNCIL – TAXI/PHC VEHICLE TEST REPORT FORM

DATE OF INSPECTION	12th March 2025	INSPECTION LOCATION	Inverness MOT Centre, 36 Shore Street, Inverness
TIME OF INSPECTION	1615 hours	VEHICLE OWNER	Taxi 24/7 Ltd
INSPECTION REF NO.	-	ADDRESS	██████████
TAXI/PHC LICENCE NO.	PHC 13 11	POSTCODE & TEL. NO.	██████ ██████
TYPE OF INSPECTION	COUNCIL	INSPECTION CARRIED OUT	council
VEHICLE DETAILS		(Council Test/Combined Test/Retest etc)	
REGISTRATION No.	LT62UPD	RECEIPT NO(s)	77CX07411111
MAKE & MODEL	Ford Galaxy	FEE PAID	£114
VEHICLE COLOUR	Black	MILEAGE	224554
DATE OF FIRST REG	01/08/2012	FUEL TYPE	DIESEL
ENGINE SIZE	1997	TYRE SIZE	215/66/16
CHASSIS NO	WF0MXXGBWMCE39639	TAXI METER SERIAL NO	12-09935
NO OF PASSENGER SEATS	6	VEHICLE EXAMINER	A HUGHES

ARE 'PRE-BOOKED ONLY' STICKERS BEING DISPLAYED ON EACH SIDE OF THE VEHICLE (PHC'S ONLY) NO

	TEST RESULTS	MOT CERTIFICATE NUMBER
MOT	N/A	N/A
SAFETY ASPECTS	PASS	
APPEARANCE & UTILITY	FAIL	

Overall Test Result **CONDITIONAL PASS**

IMPORTANT: PLEASE READ THE NOTES OVERLEAF FOR INFORMATION AS TO WHAT ACTION (IF ANY) IS REQUIRED TO BE UNDERTAKEN BY YOU THE VEHICLE OPERATOR

A: SAFETY ASPECTS (FAIL POINTS)

Has the plate been removed from the vehicle: No

B: FAULTS (Appearance & Utility Standard) MUST be rectified within 21 days.

INSIDE OF VEHICLE REQUIRES CLEANING	
NEARSIDE FRONT BUMPER DAMAGED	
OFFSIDE SILL DAMAGED	

C: Observations for information only

NEARSIDE WINDSCREEN CRACKED	
OIL LEAK	
BOTH REAR TRAILING ARM BUSGES WORN	
NEARSIDE REAR REFLECTOR BROKEN	

Examiners Signature ANDREW HUGHES

Date 12/03/25

From: [REDACTED]
To: [Bobby Smeaton \(Trading Standards\)](#)
Subject: RE: 13 11 Ford Galaxy LT62 UPD
Date: 08 July 2025 20:47:10

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bobby

Thank you for your email, Ken has been chasing up the garage, who are severely understaffed. He will keep pestering them for the paperwork.

Kind Regards

Sharon Finnerty

Taxi 24/7 Ltd

On 04/07/2025 11:39 BST Bobby Smeaton (Trading Standards)

[REDACTED] k> wrote:

Ken/Sharon

Further to my emails below I need to advise you that any evidence presented in mitigation would need to be before **Monday 4th August 2025**.

If nothing is forthcoming by this date, then a report will be submitted to the Council's Licencing Committee without its inclusion.

I trust this explains the position. However, if you require clarification or further information, please do not hesitate to contact me.

Bobby

Bobby Smeaton | Enforcement Officer (Trading Standards) | Highland Council
38 Harbour Road | Inverness | IV1 1UF | Tel: [REDACTED] 6
www.highland.gov.uk/tradingstandards | email: [REDACTED]

From: Bobby Smeaton (Trading Standards)

Sent: 12 June 2025 10:05

To: [REDACTED]

Subject: RE: 13 11 Ford Galaxy LT62 UPD

Thanks Sharon

Bobby Smeaton | Enforcement Officer (Trading Standards) | Highland Council
38 Harbour Road | Inverness| IV1 1UF| Tel: [REDACTED]
www.highland.gov.uk/tradingstandards | email: [REDACTED]k

From: [REDACTED]
Sent: 11 June 2025 20:51
To: Bobby Smeaton (Trading Standards) <[REDACTED]>
Subject: RE: 13 11 Ford Galaxy LT62 UPD

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bobby

I'll let Ken know. The garage are men down and struggling to keep up to date with all their paperwork, he's been apologising to Ken for not having had the time to produce the evidential paperwork you require as proof of a pre-test. We're also waiting for a backlog of invoices for various vehicles so apologies for the delay.

Kind Regards

Sharon Finnerty

Taxi 24/7 Ltd

[REDACTED]

On 11/06/514:46 BST Bobby Smeaton (Trading Standards)

<[REDACTED]> wrote:

Thanks Sharon.

Any evidence offered in mitigation would need to be presented at interview.

I trust this explains the position.

Bobby

Bobby Smeaton | Enforcement Officer (Trading Standards) | Highland Council

38 Harbour Road | Inverness | IV1 1UF | Tel: [REDACTED]

[REDACTED]

www.highland.gov.uk/tradingstandards | email:

[REDACTED]

From: [REDACTED]

Sent: 04 June 2025 17:08

To: Bobby Smeaton (Trading Standards)

[REDACTED] >

Subject: RE: 13 11 Ford Galaxy LT62 UPD

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bobby

Ken has chased the garage up and is waiting for a confirmation letter from them, once we have it I will forward onto you.

Kind Regards

Sharon Finnerty

On 04/06/2025 12:01 BST Bobby Smeaton (Trading Standards) <[REDACTED]> wrote:

Ken/Sharon

I hope you had a good holiday. Has there been any progress with this?

Thanks

Bobby

Bobby Smeaton | Enforcement Officer (Trading Standards) | Highland Council
38 Harbour Road | Inverness | IV1 1UF | Tel: [REDACTED] |
[REDACTED]
www.highland.gov.uk/tradingstandards | email:
[REDACTED]

From: Sharon Finnerty <[REDACTED]>
Sent: 17 May 2025 08:59
To: Bobby Smeaton (Trading Standards)
<[REDACTED]>
Subject: Re: 13 11 Ford Galaxy LT62 UPD

This email was sent from outside of the

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organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bobby

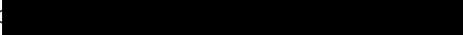
Ken and I are away on holiday until late on 27th May. The vehicle did go for a pre-test inspection, so will speak to the garage on our return and get back to you.

Kind regards

Sharon Finnerty

Sent from my iPhone

On 16 May 2025, at 14:32, Bobby Smeaton (Trading Standards)

<

wrote:

Ken/Sharon

The above plated vehicle is subject to a report to the Council's Licencing Committee as it has exceeded the 20 penalty point limit within the two-year rolling period.

I have attached a copy of the most recent inspection and the business guidance on the penalty points system for ease of reference.

Prior to this Service submitting the report, it is customary to offer the

opportunity to attend interview at this office to discuss the matter and any evidence you may wish to present in mitigation.

I am out of the office on Monday and Wednesday next week. However, if you wish to attend another day this can be arranged. I have copied my colleague John MacCallum into this email so that any response can be received in a timely manner.

I would be grateful if you could respond intimating your intentions at the earliest convenience.

I trust this explains the position.

Bobby

**Bobby Smeaton | Enforcement Officer
(Trading Standards) | Highland Council**
38 Harbour Road | Inverness | IV1 1UF | Tel:
[REDACTED]
www.highland.gov.uk/tradingstandards |
email: b [REDACTED]

Unless related to the business of The Highland Council, the views or opinions expressed within this e-mail are those of the sender and do not necessarily reflect those of The Highland Council, or associated bodies, nor does this e-mail form part of any contract unless so stated.

Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunnradh sam bith mura h-eil sin air innse.

<JOH EV89204 13 0011 LT62 UPD 12-03-25 F&D.docx>

<Business Guidance Penalty Points System.doc>

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Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air

falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunradh sam bith mura h-eil sin air innse.

From: [REDACTED]
To: [Bobby Smeaton \(Trading Standards\)](#)
Subject: Fwd: LT62 UPD - Taxi test Failure
Date: 31 July 2025 10:51:38
Attachments: [OutlookEmoji-1720531935874c9bc04b9-67a7-4663-b33f-d0a3513b9dec.png](#)
Importance: High

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bobby

Eventually we have just received an email from Jamie Henderson regarding the taxi test failure for LT62 UPD, which I am now forwarding to you.

Kind Regards

Sharon Finnerty

Taxi 24/7 Ltd
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
From: jamie >
To: [REDACTED]
Date: 31/07/2025 10:13 BST
Subject: LT62 UPD - Taxi test Failure

Good Morning Mr Finnerty

Ref Customer complaint - LT62 UPD - Mot Failure - 12/03/2025

I am emailing you with reference to your complaint

Firstly I would like to apologize for the delay in getting back to you but we have been struggling with a shortage of staff for the last few months

I would also like to explain why your vehicle was sent for Taxi test without preparation being done

The vehicle was checked over for Taxi test & parts ordered on 21/03 & set aside to go back into workshop for repair on 24/03

Unfortunately I was off on the 24/03 and my driver saw the vehicle had to be taken for Taxi test in Inverness

He thought the vehicle was ready to go and took to Inverness before repairs had been carried out

It was only when I was told the vehicle had failed that I realized what had

happened,we collected the vehicle immediately & had repairs completed & vehicle returned for retest

My usual process for carrying out your repairs are as follows

Check vehicle over

Order any parts required

Carry out repairs

Valet vehicle

Put vehicle for Test

We have made check lists out to be attached to any future jobs

I apologize for any inconvenience caused and can assure you this will not happen again

Please let me know if wish us to carry out any further repairs for you

Thanks

Jamie



From: [REDACTED]
To: [Bobby Smeaton \(Trading Standards\)](#)
Subject: Fwd: LT62 UPD - Taxi Test Failure
Date: 31 July 2025 11:19:56
Attachments: [OutlookEmoji-172053193587407fa9313-c346-41e1-839e-c06ee8aff167.png](#)
Importance: High

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bobby

Another email received from Jamie Henderson re LT62 UPD forwarded.

Kind Regards

Sharon Finnerty

Taxi 24/7 Ltd
[REDACTED]

----- Original Message -----

From: jamie [REDACTED]
To: [REDACTED]
Date: 31/07/2025 11:13 BST
Subject: LT62 UPD - Taxi Test Failure

Good Morning Mr Finnerty

Ref Customer complaint - LT62 UPD - Mot Failure - 12/03/2025

I am emailing you with reference to your complaint

Firstly I would like to apologize for the delay in getting back to you but we have been struggling with a shortage of staff for the last few months

I would also like to explain why your vehicle was sent for Taxi test without preparation being done

The vehicle was checked over for Taxi test & parts ordered on 10/03 & set aside to go back into workshop for repair on 11/03

Unfortunately I was off on the 11/03 and my driver saw the vehicle had to be taken for Taxi test in Inverness

He thought the vehicle was ready to go and took to Inverness before repairs had been carried out

It was only when I was told the vehicle had failed that I realized what had happened, we collected the vehicle immediately & had repairs completed & vehicle returned for retest

My usual process for carrying out your repairs are as follows

Check vehicle over

Order any parts required

Carry out repairs

Valet vehicle

Put vehicle for Test

We have made check lists out to be attached to any future jobs

I apologize for any inconvenience caused and can assure you this will not happen again

Please let me know if wish us to carry out any further repairs for you

Thanks

Jamie

