

Table of issues raised / Actions Taken and Responses

Version March 2024



	Topic	Date Raised	Detail	Actions Taken	Date updated	Current Status
1.	Broad Lane Garage	Previously raised at Taxi Liaison and Regulatory Committee	<ol style="list-style-type: none"> 1. Concern that the garage is profit making. 2. The garage has a monopoly on fitness tests. 3. Quality of checks being undertaken. 4. Concerns about payments in advance for fitness tests / MOTs. 5. Length of waiting time for appointments. 	<ol style="list-style-type: none"> 1. Meeting held with the garage by the Chair of Regulatory Committee. Confirmation received that the fitness test work the garage undertakes is on a cost neutral basis and the fees are set to recover the full cost of the activities carried out. 2. Regulatory Committee have considered this on a number of occasions and have resolved that for consistency, quality and practical and cost challenges around using external providers that the Broad Lane Garage will be used. 3. MOT qualified testers are used to ensure a quantifiable degree of competency and consistent quality control, this also allows an ability to assess potential MOT failures at point of fitness testing. 4. Garage have confirmed that from 01 April 2022 all payments will be taken at the time of test. 5. Appointments can normally be given within two weeks of the request being received. 	<p>FEB 2022</p> <p>MAR 2024</p> <p>FEB 2022</p> <p>FEB 2022</p> <p>FEB 2022</p>	<ol style="list-style-type: none"> 1. Query addressed and no further action required. 2. Query addressed and no further action required. Can be considered by Regulatory Committee as intended policy review. 3. Query addressed and no further action required. 4. Query addressed and no further action required. 5. Query addressed and no further action required.

2.	Fees and Charges	<p>Previously raised at Taxi Liaison and Regulatory Committee</p> <p>Private Hire Operators feedback – February 2022</p>	<ol style="list-style-type: none"> 1. Licensing Fees make a profit. 2. Plate exemption request fee not proportionate. 	<ol style="list-style-type: none"> 1. The Licensing Service is governed by strict legislative controls and established legal case law. Fundamentally this means that it is a cost-neutral service. <p>The current costs (2022/23) of providing all of the licensing functions is approximately £1.3 million which is recouped through the fees and charges which are reviewed and consulted on an annual basis. Details of the most recent review can be found here: Agenda for Regulatory Committee on Thursday, 24th March, 2022, 10.30 am - South Gloucestershire Council (southglos.gov.uk) – item 10.</p> <p>There is never intention to make a surplus or deficit for any of the licensing functions, but where these do occur they are also documented in the report.</p> <p>The service can confirm that the fees and charges for the hackney carriage and private hire licensing function have remained the same since April 2017, primarily to balance out any potential surpluses in previous years against expected increases in costs the following year. These are proposals then made to the committee, who then determine the fees and charges.</p> <ol style="list-style-type: none"> 2. Concern acknowledged and proposal to include plate exemption request as part of vehicle new/renewal application form, to 	<p>FEB 2022</p> <p>MAR 2022</p>	<ol style="list-style-type: none"> 1. Query addressed and no further action required. 2. Query addressed and application forms being updated by service staff.
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		Regulatory Committee		<p>has of course affected the ability to respond as quickly as you and we would like. This is clearly not the service or situation that we want to be in and have tried very hard to 'back fill' and replace staff. Despite a number of recruitment exercises we have been unable to do so.</p>		All staff will undergo an induction and training process.
5.	DBS Update service 6 monthly checks	Previously raised at Taxi Liaison and Regulatory Committee	<p>1. Why is this now happening every 6 months and why are licences being suspended. No-one knew about it.</p>	<p>1. DBS enhanced disclosure checks through the Update Service</p> <p>Section 9.7 - This Licensing Authority will undertake a DBS check every 6 months through a subscription to the DBS update service, if the update service subscription lapses, then the licence holder will be suspended</p> <p>Regulatory Committee agreed on 1st February 2018 that all licensed drivers must register with the DBS Update Service after receiving their DBS enhanced disclosure certificate. Since that time Technical Support staff have been checking proof of Update Service registration as part of the driver's licence application process</p> <p>This policy has now been updated to ensure that six monthly checks now take place, this applies to all current and new licensed drivers, and under this revised policy you will be required to enable the Licensing Service to conduct an Update Service check every six months within the duration of your driver's licence.</p>	FEB 2022	<p>1. Policy queries addressed.</p>

				<p>Over recent months it has become apparent that following an enhanced disclosure application the DBS have issued 'manual certificates' to some drivers. The DBS have then informed those drivers that they will not be able to register to the Update Service from that point. This matter has been raised with the DBS through the Local Government Association and the Institute of Licensing, given the DfT statutory taxi and private hire vehicle standards refer to the use of the Update Service.</p> <p>Unfortunately, the Licensing Service can confirm that those drivers who are in receipt of a manual certificate will have to submit a new DBS enhanced disclosure application every six months, at their own cost, and provide a copy of the disclosure certificate to meet the policy requirement.</p> <p>Failure to meet this policy requirement will result in the driver's licence being suspended.</p>		
6.	Council Vehicle Fitness Testing	Previously raised at Taxi Liaison and Regulatory Committee	1. Why has the frequency of testing increased and why weren't the trade informed / involved?	1. The service can confirm that the recent revised policy, Microsoft Word - Statement of Hackney Carriage and Private Hire Licensing Policy 2021 (southglos.gov.uk) , now requires all vehicles to be presented for a council fitness test on a six monthly basis. This is likely to be in line with future guidance to be produced by the DfT specific	JUN 2023 MAR 2022	1. Policy and consultation queries addressed. Chair of committee to take forward as intended policy review.

			<p>2. Does the Broad Lane garage have the capacity?</p> <p>3. What about drivers not having access to the company credit/ debit card so will not be able to make payment in person.</p> <p>4. Inconsistencies with inspecting and passing/failing different vehicles for the same issues.</p> <p>5. Can Licensing Officers conduct vehicle fitness tests?</p>	<p>to vehicle licensing and the service wished to prepare the trade for this eventuality. Within the report and appendices are the details of the full consultation process that was followed, and this included where all licence holders were sent correspondence for awareness of the public consultation.</p> <p>2. Regular meetings take place with the BLG management team and the capacity for carrying out 5000 tests annually. If waiting times become longer than 2 weeks then action will be taken to address this through additional tests.</p> <p>3. To clarify with the BLG management team if alternative methods of payment.</p> <p>4. To reaffirm the vehicle checklist and inspection criteria with the vehicle testers.</p> <p>5. LOs and LAs can conduct vehicle fitness tests as well but not currently doing so as Broad Lane garage have sufficient staff and fulfilling all fitness tests and keeping to 2-week timescale.</p>	<p>JUN 2022</p> <p>DEC 2023</p> <p>DEC 2022</p>	<p>2. Licensing Assistants can also carry out vehicle fitness tests where required.</p> <p>3. ONGOING.</p> <p>4. Licensing team working alongside BLG management team.</p> <p>5. LOs and LAs are authorised officers.</p>
7.	Group 2 Medical	Previously raised at Taxi Liaison and Regulatory Committee	<p>1. Why has this changed and why are licences being suspended</p>	<p>1. Section 9.6 - this section reaffirms the DVLA Group 2 medical requirement, a medical must not be dated more than 4 months when submitted to the Licensing Service, as well as clarifying the medical exemption, in particular it requires all licensed drivers to have a medical every 5 years from first date of licence</p>	<p>FEB 2022</p>	<p>1. Policy queries addressed.</p>

				<p>Previously, driver applicants aged in their late teens, twenties or thirties who passed a Group 2 medical as part of their first licence granted by this Licensing Authority, did not undertake a further Group 2 medical until they were aged 45.</p> <p>All drivers in their twenties or thirties now have to undertake a further Group 2 medical 5 years from the first date of licence. Under this revised policy if you are younger than 45 years old you will be required to undertake and pass a Group 2 medical if it is 5 years or more since your first date of licence.</p> <p>Please note that failure to meet this policy requirement will result in the driver's licence being suspended.</p>		
8.	Number of Private Hire Vehicles	Previously raised at Taxi Liaison and Regulatory Committee	1. Concern that the number of private hire vehicles licensed by South Gloucestershire Council is increasing more and should be controlled.	<p>1. The service can reaffirm that this Licensing Authority cannot legally place a cap on numbers of PHVs, and numbers have fluctuated in the last couple of years. All properly made vehicle applications submitted to this Licensing Authority must be considered and determined as the current policy. The predicted workload for the service is calculated as part of the fees and charges report, as above.</p> <p>The total number of licensed vehicles are reported to the Regulatory Committee for each meeting held, the most</p>	FEB 2022	1. Question addressed detailing legislative restrictions around this.

				current, Agenda for Regulatory Committee on Thursday, 24th March, 2022, 10.30 am - South Gloucestershire Council (southglos.gov.uk) – item 13, so that councillors and the public can see the level of service demand.		
9.	Taxi Cop mobile surgeries based in Bristol	Private Hire Operators feedback – February 2022	1. Why are SGC Licensing Officers attending mobile surgeries in Bristol?	1. Clarification that PC Quinton is funded equally by Bristol City Council and SGC, there are joint working initiatives and technology is used to communicate with service users to answer queries or resolve issues. Going forward surgeries in the respective districts will be specific for BCC or SGC drivers, and Licensing Officers will focus on being present in person for those in South Gloucestershire.	MAR 2022	1. Direct interaction specifically for South Gloucestershire licence holders.
10.	Freedom of Information Request	Previously raised at Taxi Liaison and Regulatory Committee	1. FOI request relating to fees and charges surplus amounts held by the Licensing Service.	1. Surplus or deficit amounts held by the Licensing Service are documented within committee reports for the annual review of fees and charges. There is never any intention to make a surplus or deficit, the service is cost-neutral and all direct and indirect costs will always be listed for consultation. Legal advice was sought on this matter and advised that surplus amounts can be held with a reasonable timescale to reduce or use the surplus in following years to balance fees and charges. The Licensing Service has done this since 2016.	MAR 2022	1. Question addressed detailing legislative parameters and reaffirmed by legal advice, this will continue to be stated in committee reports.
11.	Duplicate letters sent as part of public consultations	Previously raised at Taxi Liaison	1. There have been many instances and repeats of multiple consultation letters being sent to licence holders.	1. The Licensing Service has acknowledged the constraints of the current uniform database, and letters will now be sent by email where possible so that if multiple emails are sent then the cost of wasted printing and postage has been removed. Any additional letters	FEB 2022	1. Procedural queries addressed.

				being sent by post will be checked to avoid more than one copy being sent to a licence holder.		
12.	CSE/Safeguarding knowledge and understanding	Previously raised at Taxi Liaison	<ol style="list-style-type: none"> Concerns that the objectives of the awareness training are not being followed, and evidence of poor driver behaviour. Suggested working group to review objectives and future content. 	<ol style="list-style-type: none"> These concerns are acknowledged and have been discussed with the current training provider. There is to be an emphasis on a continual training and development programme with more resource materials being made readily available on the SGC or trainer's website. There is also intention to develop and deliver CCE refresher sessions, agreed in policy. To be discussed and agreed with Chair of committee and Service Director. 	<p>SEP 2023</p> <p>SEP 2023</p>	<ol style="list-style-type: none"> Development programme ongoing. Ongoing.
13.	New driver learning and suitability assessment package	Previously raised at Taxi Liaison	<ol style="list-style-type: none"> Losing drivers as they can earn more money working reasonable day shift hours than they can driving a taxi. We have had 2 people wanting to become a taxi driver but still can't gain a theory test, since February 2020, although we log on using numerous devices. I would like to know who all the tests are going to 	<ol style="list-style-type: none"> Knowledge or basic skills tests were available up to the end of November 2021 through booking on Eventbrite. As part of the Statement of Hackney Carriage and Private Hire Licensing Policy 2021, a suitability assessment package is being developed and will be put into place in determining if the applicant is fit and proper. This will include a revised knowledge/basic skills test, details of which are stated in the licensing policy. The intention is to take bookings direct, administered by Licensing Assistants, and first check that potential applicants are fully aware of the suitability assessment criteria before the fee is taken. 	JAN 2022	<ol style="list-style-type: none"> Benchmarking of local authorities who have implemented from the DfT national standards. The Licensing team continue to draft the content of the suitability assessment package. Licensing Assistants trained and working towards assessor qualification.

			as it seems someone is able to block book them?			
14.	Appointments – applications improperly made incurring extra charges	Previously raised at Taxi Liaison	<p>1. During the TLG meeting in January 2020 confirmed that there is no extra charge if someone needs more than one appointment as the member of staff can do other duties. Witnessed that this rarely happens as they are conversing and explaining what is missing and what is wrong etc. If someone is unprepared or has the wrong information, then they need to re book an appointment and wait in line with everyone else and pay for it! If someone cannot complete a basic form, are they</p>	<p>1. Please refer as above, in May 2020 due to the public health pandemic the service management team agreed to accept applications submitted by email and advisory correspondence sent to all applicants on how to do this. Since July 2021 the service has resumed driver application document checks at licensing office 1 before issuing a driver licence and identification badges. Therefore, for operator and vehicle applications no original documentation has been required since May 2020. Driver applicants do have to present original documents to meet DBS and right to work (licence) legal requirements, but these are scanned and returned at the time of appointment. Where any previous instances of submitting original documentation has resulted in these being misplaced/lost, then please send an email for the attention of the Technical Support management team detailing events for investigation and resolution.</p>	JAN 2022	<p>1. Question addressed detailing current procedure, operator and vehicle applications submitted by email, driver applications dealt with at office and applicants advised of required documents through appointment email.</p>

			capable of running their own business?			
15.	TLG meetings future format	Previously raised at Taxi Liaison	<p>1. Proposal to have a surgeries style, slots made available for individuals or small groups to raise items and discuss with lead members, licensing service staff, and relevant persons.</p> <p>Can these take place on a more regular basis to ensure flow of actions required?</p>	1. Surgeries to be held at licensing offices, all items raised and discussion to be documented and published on website.	FEB 2022	1. Continued discussion although preference continues to be an open forum on a quarterly basis.
16.	BATH CAZ	Previously raised at Taxi Liaison	<p>1. Hackney Carriage cash work as we need confirmation that the extra charges can be passed on to the passenger. This will be on top of the meter rate.</p> <p>To circumnavigate an alternative route, avoiding the charge zone but increasing the</p>	<p>1. Legal Services advice sought:</p> <p>Bath CAZ charges cannot be added as 'extras' to a metered journey (S 55 LGMPA) as they are not currently included in the Table of Tariffs and Fares. As it will be an out-of-district journey from South Gloucestershire, the HC driver can negotiate and agree with the passenger a fare for a journey into the centre of Bath, to include the CAZ charge, prior to commencing the journey (S 66).</p> <p>The prohibition on the prolongation of metered journeys in S 69 is subject to this</p>	MAR 2021	1. No further action required.

			<p>mileage, will defeat the object and could add to the pollution.</p> <p>With contract work we presume it's charged as an add on like a bridge toll. We are awaiting confirmation of this.</p>	<p>being 'without reasonable cause' and the prolongation being 'unnecessary'. It would not be a breach of S 69 for a driver to 'circumnavigate' to avoid the CAZ provided there had been a discussion with the passenger about having an agreed rather than a metered fare (which the passenger refuses) and the need to avoid the CAZ is explained.</p> <p>Guidance uploaded to SGC Licensing webpage, Microsoft Word - Is your business ready for Bath's Clean Air Zone (southglos.gov.uk). BaNES support information on their webpage if required.</p>		
17.	Fixed pricing, unfair dismissals and driver safety	Previously raised at Taxi Liaison	1. Concerns raised that drivers are not being listened to.	1. Cllr Hughes and Licensing Officers met with representative of Uber. Clarified powers of Licensing Authority to set hackney carriage tariffs and fares, no legal framework to set fares for private hire, that is a contract between operator and hirer. Recent case law has clarified employee status and therefore employment matters are to be discussed and agreed between operator (employer) and driver working for the operator. Representative confirmed that intend to speak with drivers as office will reopen with covid restrictions removed.	MAR 2022	1. Query addressed and no further action required.
18.	Incorrectly issued vehicle plates and paper licences	Previously raised at Taxi Liaison	1. Evidence of incorrectly issued vehicle plates and paper licences	1. Management signed off procedures in place including proof reading licences and plates before issue, then to ask applicant to also read through paper licence & conditions, and vehicle plates before issuing.	JAN 2022	1. Technical Support management team auditing records.

19.	No receipts when handing in paperwork, medicals etc	Previously raised at Taxi Liaison	<ol style="list-style-type: none"> 1. On the 15th July 2020 during a zoom meeting Cllr Hughes agreed that we should be issued with receipts for handing in paperwork, medicals etc. This is required as so much is still going adrift. When we ask for a receipt, won't give one. 2. March 2022, can receipts be issued for documents brought into the licensing office? 	<ol style="list-style-type: none"> 1. In May 2020 due to the public health pandemic the service management team agreed to accept applications submitted by email and advisory correspondence sent to all applicants on how to do this. Since July 2021 the service has resumed driver application document checks at licensing office 1 before issuing a driver licence and identification badges. Therefore, for operator and vehicle applications no original documentation has been required since May 2020. Driver applicants do have to present original documents to meet DBS and right to work (licence) legal requirements, but these are scanned and returned at the time of appointment. Where any previous instances of submitting original documentation has resulted in these being misplaced/lost, then please send an email for the attention of the Technical Support management team detailing events for investigation and resolution. 2. Technical Support management team acknowledged and to be implemented. 	MAR 2022 MAR 2022	<ol style="list-style-type: none"> 1. ONGOING. 2. ONGOING.
20.	Paying for interpreters to attend meetings	Previously raised at Taxi Liaison and Regulatory Committee	<ol style="list-style-type: none"> 1. How did drivers pass their theory test and secondly are they a fit and proper person if their understanding is so poor? 	<ol style="list-style-type: none"> 1. The Licensing Service does not pay for interpreters to attend meetings or hearings, the cost is borne by the applicant. The licensing policy published in 2018 required all applicants to complete and pass a written knowledge or basic skills test in English, this was deemed to meet the language requirement. In November 2021, the Regulatory Committee agreed to revise the licensing policy for new applicants to 	JAN 2022	<ol style="list-style-type: none"> 1. Benchmarking of local authorities who have implemented from the DfT national standards. The Licensing team continue to draft the content of the

				complete and pass an English language assessment, and to require licence renewal applicants to complete and pass an English language assessment where officers deem it to be appropriate and proportionate. This will be part of a suitability assessment package in determining if the applicant is fit and proper.		<p>suitability assessment package.</p> <p>Licensing Assistants trained and working towards assessor qualification.</p>
21.	Age limit to 10 years from first registration for the vehicle unless it's a WAV, then its 15 years	Previously raised at Taxi Liaison and Regulatory Committee	1. Will schools transport vehicles be considered for exemption as adjusted for carrying disabled and vulnerable children?	1. Representation made to committee for consideration, reaffirmed in committee report in January 2022.	MAR 2022	1. Letter sent to all HCV licence holders and PHO licence holders on 17 th March 2022 confirming policy states request can be made to licence a WAV, or disabilities adjusted vehicle carrying out home to school transport, up to 15 years of age.
22.	Banning diesel vehicles	Previously raised at Taxi Liaison	1. If there is a plan or date that they are looking at to ban diesels whether they have blue motion or alternative to reduce emissions?	1. As part of the Statement of Hackney Carriage and Private Hire Licensing Policy 2021, officers will continue to work in partnership with council colleagues, South Gloucestershire Hackney Carriage and Private Hire Service, fellow local authorities, NALEO, and the Institute of Licensing to discuss and draft proposals which could be applied to the policy to reduce emissions, the aim is to do this by summer 2023. The council has no plan to ban diesels, and as part of the licensing policy all new vehicles must now be Euro 6 standard.	JAN 2022	1. No further action required.

23.	Covid-19 (omicron) grants (£500)	Raised at Taxi Liaison, March 2022	1. Were letters sent out from Grants team to licensed drivers?	1. Clarification sought from Grants team.	JUN 2022	1. Council signposted on website.
24.	Converting Euro 5 vehicles to Euro 6	Raised at Taxi Liaison, March 2022	1. Can you buy and install a conversion kit for a vehicle to be Euro 6 standard?	1. Clarification sought with DVSA on testing and approval.	MAR 2022	1. DVSA clarified not possible.
25.	Queuing outside licensing offices	Raised at Taxi Liaison, June 2022	1. Long waits in the elements	1. Job raised with Property Services.	JUN 2022	1. Part of bike shed converted with benches for service users
26.	Licensing offices to be open 5 days a week	Raised at Taxi Liaison, September 2022	1. Office only open 4 days a week, what happens if urgent	1. Considered by Technical Support management team.	SEP 2022	1. Licensing offices open 5 days a week from January 2023
27.	Printing driver identification badges	Raised at Taxi Liaison, September 2022	1. Licensing Service unable to produce due to IT issue. Public safety concern if the driver cannot identify to passenger/s	1. Chair of committee to liaise with Cabinet Member overseeing IT.	OCT 2022	IT issues addressed and driver ID badges being issued, backlog cleared.
28.	Service staff name badges	Raised at Taxi Liaison, March 2023	1. Suggested that service staff could wear name badges, especially during appointments so service users could	1. Technical Support management team to consider.	MAR 2023	1. Ongoing.

			identify who they had dealt with.			
29.	VAT/credit card charges	Raised at Taxi Liaison, March 2023	1. A guide for those who are VAT registered	1. Guidance sheet to be produced	SEP 2023	1. Ongoing.
30.	Vehicle plates bracket system	Raised at Taxi Liaison, June 2023 Raised at Taxi Liaison, December 2023	1. How will the new system work. Vehicles without a magnetic roof. 2. Concerns that plates being fitted over reversing system sensors, not able to drive through a car wash. 3. Not fitting plates because of wet conditions stops service users from working. 4. Can service users fit their own plates?	1. The new bracket system will apply to HCVs and PHVs, a rear mounted plate, and a front plate. The requirement for a top sign for a HCV will remain but will be part of the next policy review. 2. Service staff aware of the challenges of fitting, vehicles with new technology now have more sensors and electrics. Confirmation that with the bracket system you cannot drive through a car wash as this will damage the bracket system. 3. Service staff have raised concern that cannot fit in wet conditions. Restricted with facilities at Broad Lane site. 4. This option can be considered for the future.	JUN 2023 DEC 2023 MAR 2024 MAR 2024	1. New bracket system being fitted to vehicles. 2. Query addressed and no further action required. Can be considered by Regulatory Committee as intended policy review. 3. Ongoing. 4. Ongoing.
31.	Newsletter	Raised at Taxi Liaison, June 2023	1. How often is this sent, and is it sent to all?	1. The intention is to send a quarterly newsletter, by email to all licence holders who provide a valid email address. This will feed into TLG meetings and general matters of concern.	MAR 2024	1. Newsletter sent to all licence holders by email.
32.	Licence conditions – signed	Raised at Taxi Liaison,	1. Concerns that licence holders do	1. This links in to the learning & suitability assessment work, that new drivers fully	SEP 2023	1. Ongoing.

	acknowledgement form	September 2023	not fully understand the conditions when signing at the licensing office	understand the licence conditions, operator, vehicle and driver. Licensing management team to review process for existing drivers.		
33.	Toilet facilities at Broad Lane site	Raised at Taxi Liaison, December 2023	<ol style="list-style-type: none"> 1. Service users not allowed to use Broad Lane Garage toilet. 2. Service users not allowed to use Licensing offices toilets. 	<ol style="list-style-type: none"> 1. Concerns raised that service users leaving toilets in unhygienic state. Decision to close toilet to service users. No legal requirement for an MOT centre to provide toilet facilities, just a waiting room. 2. Previous incident at licensing offices, resulting in risk assessment to protect service staff. 	DEC 2023 DEC 2023	<ol style="list-style-type: none"> 1. Situation acknowledged, agreed by management team to provide a supplier maintained portaloos in car park outside licensing offices. 2. Situation acknowledged, agreed by management team to provide a supplier maintained portaloos in car park outside licensing offices.
34.	Difference between Taxi Stand and Taxi rank	Raised at Taxi Liaison, December 2023	<ol style="list-style-type: none"> 1. What is the difference, and who can use them? 	<ol style="list-style-type: none"> 1. The current legislation states taxi stand, legal opinion is that taxi rank is an alternative term, but are one and the same thing. The legislation clearly states that Hackney Carriages can wait on a taxi stand, s64, Local Government (Miscellaneous Provisions) Act 1976 (legislation.gov.uk) 	DEC 2023	<ol style="list-style-type: none"> 1. No further action required.

35.	Perception hindered by social media that people should be wary of taxi drivers	Raised at Taxi Liaison, December 2023	1. Need to reinforce positive messages	1. To raise with SGC Comms team to generate positive messages.	DEC 2023	1. Messages put out on social media prior to Christmas.
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