

# Extraordinary, Informal Joint Licensing and Regulatory Committee



Forest Heath  
District Council

<b>Title:</b>	<b>Agenda</b>						
<b>Date:</b>	<b>Tuesday 4 December 2018</b>						
<b>Time:</b>	<b>5.30pm</b>						
<b>Venue:</b>	<b>Council Chamber District Offices</b> College Heath Road Mildenhall						
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Michael Anderson <b>Vice Chairman</b> Brian Harvey</p> <p><u>Conservative Members (8)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Chris Barker</td> <td style="width: 33%;">Carol Lynch</td> </tr> <tr> <td>John Bloodworth</td> <td>Christine Mason</td> </tr> <tr> <td>Simon Cole</td> <td>Nigel Roman</td> </tr> </table> <p><u>West Suffolk Independent Member (1)</u></p> <p>Victor Lukaniuk</p> <p><u>UKIP Member (1)</u> Reg Silvester</p>	Chris Barker	Carol Lynch	John Bloodworth	Christine Mason	Simon Cole	Nigel Roman
Chris Barker	Carol Lynch						
John Bloodworth	Christine Mason						
Simon Cole	Nigel Roman						
<b>Substitutes:</b>	Named substitutes are not appointed						
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.						
<b>Quorum:</b>	Three Members						
<b>Committee administrator:</b>	<b>Christine Brain</b> Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>						

<b>5.30pm</b>	Informal joint discussions with St Edmundsbury Borough Council's Licensing and Regulatory Committee on the report listed under Item 4.
<b>5.45pm</b>	The formal meeting of the Licensing and Regulatory Committee will commence immediately following the conclusion of the informal joint discussions.

All Members of St Edmundsbury Borough Council's Licensing and Regulatory Committee will be in attendance to enable informal joint discussions on the report listed in Item 4 to take place between the two Authorities:

**COUNCILLORS**

Conservative Members (11)	Sarah Broughton Susan Glossop Richard Rout Beccy Hopfensperger	Mike Chester Wayne Hailstone Clive Springett Vacancy	Mary Evans Margaret Marks Peter Thompson
Charter Group Member (1)	Diane Hind		
Haverhill Indys Member (1)	John Burns		

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# Public Information

<b>Venue:</b>	<b>District Offices</b> College Heath Road Mildenhall Suffolk, IP28 7EY	Tel: 01638 719000 Email: <a href="mailto:democratic.services@westsuffolk.gov.uk">democratic.services@westsuffolk.gov.uk</a> Web: <a href="http://www.westsuffolk.gov.uk">www.westsuffolk.gov.uk</a>
<b>Access to agenda and reports before the meeting:</b>	Copies of the agenda and reports are open for public inspection at the above address at least five clear days before the meeting. They are also available to view on the West Suffolk Councils' website.	
<b>Attendance at meetings:</b>	The West Suffolk Councils actively welcome members of the public and the press to attend their meetings and holds as many of their meetings as possible in public.	
<b>Public speaking:</b>	<p>Members of the public who live or work in West Suffolk are invited to put one question or statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply.</p> <p>A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.</p> <p>There is an overall time limit of 15 minutes for public speaking, which may be extended at the Chairman's discretion.</p>	
<b>Disabled access:</b>	The public gallery is on the first floor and is accessible via stairs. There is not a lift but disabled seating is available at the back of the Council Chamber on the ground floor. Please see the Committee Administrator who will be able to help you.	
<b>Induction loop:</b>	An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.	
<b>Recording of meetings:</b>	<p>The Council may record this meeting and permits members of the public and media to record or broadcast it as well (when the media and public are not lawfully excluded).</p> <p>Any member of the public who attends a meeting and objects to being filmed should advise the Committee Administrator who will instruct that they are not included in the filming.</p>	
<b>Personal Information:</b>	<p>Any personal information processed by Forest Heath District Council or St Edmundsbury Borough Council arising from a request to speak at a public meeting under the Localism Act 2011, will be protected in accordance with the Data Protection Act 2018. For more information on how we do this and your rights in regards to your personal information and how to access it, visit our website: <a href="https://www.westsuffolk.gov.uk/Council/Data_and_information/howweuseinformation.cfm">https://www.westsuffolk.gov.uk/Council/Data_and_information/howweuseinformation.cfm</a> or call Customer Services: 01284 763233 and ask to speak to the Data Protection Officer.</p>	

# Agenda

## Procedural Matters

### Part 1 - Public

**1. Apologies for Absence**

**2. Substitutes**

**3. Public Participation**

Members of the public who live or work in West Suffolk are invited to put one question or statement of not more than three minutes duration relating to items in Part 1 of the agenda only. If a question is asked and answered within three minutes the person who asked the question may ask a supplementary question that arises from the reply. A person wishing to speak must register to speak at least 15 minutes before the time the meeting is scheduled to start. There is an overall time limit of 15 minutes for public speaking which may be extended at the Chairman's discretion.

*(Following the informal discussions with St Edmundsbury Borough Council's Licensing and Regulatory Committee on Item 4 below, Members are reminded that no further debate shall take place. However, Members are requested to formally resolve Item 4 below.)*

**4. Hackney Carriage Fare Review 2019 Stage 2 - Alignment for Single Council**

**1 - 42**

Report No: **LIC/FH/18/005**

*(For reference purposes, St Edmundsbury Borough Council's Report No is LIC/SE/18/006)*

### Part 2 – Exempt

**NONE**

# Extraordinary, Informal Joint Licensing and Regulatory Committee



**Forest Heath**  
District Council

<b>Title of Report:</b>	<b>Hackney Carriage Fare Review 2019 Stage 2 – Alignment for Single Council</b>	
<b>Report No:</b>	<b>LIC/FH/18/005</b>	
<b>Report to and dates:</b>	<b>Extraordinary, Informal Joint Licensing and Regulatory Committee</b>	4 December 2018
<b>Portfolio Holders:</b>	<p>Councillor Susan Glossop Portfolio Holder for Planning and Growth (SEBC) <b>Tel:</b> 01284 728377 <b>Email:</b> <a href="mailto:susan.glossop@westsuffolk.gov.uk">susan.glossop@westsuffolk.gov.uk</a></p> <p>Councillor Lance Stanbury Portfolio Holder for Planning and Regulatory (FHDC) <b>Tel:</b> 07970 947704 <b>Email:</b> <a href="mailto:lance.stanbury@forest-heath.gov.uk">lance.stanbury@forest-heath.gov.uk</a></p>	
<b>Lead Officers:</b>	<p>David Collinson Assistant Director (Planning and Regulatory) <b>Tel:</b> 01284 757306 <b>Email:</b> <a href="mailto:david.collinson@westsuffolk.gov.uk">david.collinson@westsuffolk.gov.uk</a></p> <p>Amanda Garnham Licensing Team Leader <b>Tel:</b> 01284 758050 <b>Email:</b> <a href="mailto:amanda.garnham@westsuffolk.gov.uk">amanda.garnham@westsuffolk.gov.uk</a></p>	
<b>Purpose of report:</b>	To prepare hackney carriage fares for the creation of a single West Suffolk Council and address issues raised during stage 2 consultation.	

<b>Recommendation:</b>	<b>It is <u>RECOMMENDED</u> that Members:</b> <ol style="list-style-type: none"> <li>1) <b><u>Agree</u> that fares should be aligned and take effect before the 1 April 2019;</b></li> <li>2) <b><u>Approve OPTION 1</u>, out of the 4 options, including <u>OPTION 1(i)</u>, (as set out in Report No: LIC/FH/18/005) as an approach for charging for journeys with over 4 passengers; and</b></li> <li>3) <b><u>Approve</u> the effective date of the implementation of the aligned fares be <u>ON 7 JANUARY 2019</u>, (subject to statutory procedure relating to public consultation).</b></li> </ol>
<b>Key Decision:</b>	<i>Is this a Key Decision and, if so, under which definition?</i> No, it is not a Key Decision - <input checked="" type="checkbox"/>
<b>Consultation:</b>	<ul style="list-style-type: none"> <li>• Consultation with the hackney and private hire drivers: 10 September to 5 November 2018</li> </ul>
<b>Alternative option(s):</b>	<ul style="list-style-type: none"> <li>• Keep existing, separate fares for the proposed licensing areas of Forest Heath District and St Edmundsbury Borough. This is not recommended as it depends on a later Shadow Executive decision on retaining existing licensing zones. Otherwise there will be no legal basis for having separate fare cards for these areas.</li> <li>• Keep current system for charging for additional passengers (5 or more) in licensed vehicles</li> </ul>
<b>Implications:</b>	
<i>Are there any <b>financial</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<i>Are there any <b>staffing</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<i>Are there any <b>ICT</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<i>Are there any <b>legal and/or policy</b> implications? If yes, please give details</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>• Statutory procedure for public consultation before fares can be implemented. Detailed in section 2.3 below</li> </ul>
<i>Are there any <b>equality</b> implications? If yes, please give details</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>• Taxis are used disproportionately by older people, individuals on low income and people living in rural areas. An EqIA has therefore been prepared for these proposals</li> </ul>

<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk (before controls)</b>	<b>Controls</b>	<b>Residual risk (after controls)</b>
<b>Reputation</b> - causing confusion for the trade and the public if other aspects of hackney carriage regulation aren't aligned across the whole of West Suffolk (as proposed for the harmonisation of taxi policy)	High	Effective and transparent communication with the public and the trade to outline that this is a transitional period and the other aspects will be reviewed and consulted upon with two years to ensure there is a clear approach across West Suffolk.	Low
<b>Implementation</b> - Not taking into consideration the representations received could lead to challenge	High	Consultation with the public and the taxi trade and ongoing engagement	Medium
<b>Fare increase</b> – affecting some communities more than others, such as those that rely on taxis for transport, as the aligned fares reflect a 3.3% average rise on current fares	Medium	An equality impact assessment has been carried out showing that this rise is proportional to rise in fuel costs and consumer price index. The committee decision on fares will be subject to a 2 week statutory public consultation	Low
<b>Ward(s) affected:</b>		All Wards	
<b>Background papers:</b>		Hackney Carriage Fare Review stage 1 Licensing & Regulatory Committee Reports (April 2018):  Forest Heath: <a href="#">LIC/FH/18/002</a> St Edmundsbury: <a href="#">LIC/SE/18/002</a>	

**Documents attached:**

**Appendix 1** - Current fares cards and stage 2 consultation fare card

**Appendix 2** – fare card options:

1. Stage 2 consultation fare card with 3 alternative ways of charging for additional passengers in Wheelchair Accessible Vehicles
2. Driver proposal
3. 2015 SEBC fares
4. Driver-modified 2015 SEBC fares

**Appendix 3** – Consultation form

**Appendix 4** - Fare comparisons

**Appendix 5** – Trade consultation raw data

**Appendix 6** – Signed petition from drivers (covering letter only)

**Appendix 7** – Equality Impact Assessment



## **1. Key issues and reasons for recommendation(s)**

### **1.1 Background**

- 1.1.1 Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 empowers a local authority to set the fares charged by Hackney Carriages licensed within their district or borough, at the council's discretion.
- 1.1.2 The powers under the Act extend to fixing or varying the rates of fares within the district at the discretion of the authority. It also includes related charges involved in Hackney Carriage vehicle hire by means of a table of fares. This includes set tariffs, which apply at different times and dates, and additional charges including extra passengers, luggage or animals.
- 1.1.3 The Act also sets out a statutory procedure for authorities to vary the fares charged by Hackney Carriage drivers. It should be noted that, when setting Hackney Carriage fares, there is no requirement under the Act to take into account external factors, and there is no limit on the amount of increase or variation.
- 1.1.4 The Hackney Carriages' current fares for Forest Heath District Council (FHDC) and St Edmundsbury Borough Council (SEBC) took effect on the 4 June 2018, as outlined in **Appendix 1**.
- 1.1.5 The council consider the views of both taxi businesses and customers as part of fixing Hackney Carriage fares. It is important that the system for calculating fares is transparent and makes it easy for customers to understand how much they have to pay. This depends on fares set by the council and how taximeters are calibrated accordingly.
- 1.1.6 This review aims to prepare for fares for the creation of a single West Suffolk Council and address issues raised during stage 2 consultation, including increasing transparency around a particular additional charge drivers can add to the fare.
- 1.1.7 Care has been taken to ensure the recommended tariffs represent a fair price for customers across West Suffolk, while ensuring they provide a sustainable wage for hackney carriage drivers. The proposed fares include a 3.3% fare rise which reflects the average rise in consumer price index and fuel costs since fares were agreed in April 2018.

### **1.2 Alignment of Fares**

- 1.2.1 As part of preparing to become one Council in April 2019, a staged process has been undertaken to review fares. Stage 1 of the review included agreement on the principle to align the fares across West Suffolk. Relevant policy development has also been undertaken in parallel to review how taxi licensing policies are to be harmonised. The trade has been involved in both processes at appropriate stages.

- 1.2.2 It should be noted that the proposals to harmonise taxi licensing policies include retaining current Hackney Carriage licensing areas of FHDC and SEBC for a transitional period until further comprehensive consultation can take place. The basis for this is to gather sufficient evidence in order to make an irreversible decision on creating a single West Suffolk licensing area, to ensure the outcome is beneficial to the majority of the trade and the public. In keeping with the agreement during phase 1 and the ambition to minimise inconsistency across West Suffolk during this proposed transitional period, it is recommended that the fares of Forest Heath and St Edmundsbury areas are aligned now rather than later in this transition. This will also increase simplicity and transparency for taxi customers when paying Hackney Carriage fares. Transparency of the fares for passengers is considered an important by both the public and drivers, as reflected in the driver petition in **Appendix 6**.
- 1.2.3 The current fares outlined in **Appendix 1** were agreed by the separate Forest Heath and St Edmundsbury Licensing and Regulatory Committees and took effect from the 4 June 2018. Please see reports LIC/FH/18/002 and LIC/SE/18/002 for further detail.
- 1.2.4 In 2018 the committees also agreed in principle to harmonise fares and that this should take place in a phased process:
1. **Stage 1:** representative members of the Hackney trade from both Authorities met as a group with licensing officers for a discussion as to the first round of changes which would align the amount of tariffs and close the gaps to the running miles prices. This allowed the creation of proposed aligned fares for wider consultation with the trade, as set out in **Appendix 1**.
  2. **Stage 2:** a trade consultation on the aligned fares in the form of a survey and two drop in sessions took place from 10 September to 5 November, in parallel to the taxi policy harmonisation consultation described above.
- 1.2.5 Certain principles were used to inform the creation of a single West Suffolk fare card. This included transparency for customers, fairness across West Suffolk and affordability for customers.
- 1.2.6 It should be noted that the decision on the outcome of the stage 2 process has been brought forward in order to align the review with resolving an operational issue with taxi fare meters. Both processes will lead to drivers being brought in for taximeter calibration so they are being combined to minimise disruption to the trade.
- 1.2.7 Subject to agreement by the committee and following a statutory two week public consultation, the fares are to take effect from 7 January 2019. Under the legislation creating the new West Suffolk Council the agreed fares will continue to take effect from 1 April 2019.

## 2.0 Consultation

### 2.1 Overview

2.1.1 Councils are only required to consult on the proposed fares with members of the public. This will take place for two weeks subject to a decision on the fares. However, **all** licensed drivers across West Suffolk Councils were written to and given an opportunity to give feedback during both stage 1 and stage 2 of this fares review. Not all licensed drivers operate Hackney Carriage vehicles, however, all licensed drivers receive a combined Hackney and Private Hire licence. A copy of the letter and consultation form can be found at **Appendix 3**.

2.1.2 All 682 combined Hackney/private hire drivers were consulted as part during both stages 1 and 2. The breakdown by types of licence and total response to the stage 2 survey are outlined below (NB: licence figures are correct at the time of publishing this report)

<b>Licensed drivers</b>	<b>Total West Suffolk</b>	<b>Forest Heath</b>	<b>St Edmundsbury</b>
Total West Suffolk drivers	682	197	485
Hackney carriage drivers	205	130	75
Wheelchair Accessible Hackney carriage drivers	75	17	40
Responses to stage 2 survey	33 (including 1 unknown)	12	20

2.1.3 One of the 33 survey responses, 1 was unclear whether it was from a Forest Heath or St Edmundsbury driver. A small proportion of responses were from private hire vehicles, one of whom explained that they use the Hackney fares as a guide for setting their independent fares.

2.1.4 Some of the responses to the Stage 1 trade consultation objected to the fare alignment as proposed. However, they were in favour of the concept of the two authorities completely aligning all fares. More detail on this consultation can be found in report no. LIC/FH/18/002/ LIC/SE/18/002.

### 2.2 Outcomes of Stage 2 consultation

2.2.1 As above, the trade was invited to respond to the proposed aligned fares through a survey with the option of attending a drop in session with officers for any specific questions. These drop-in sessions also formed part of the taxi policy consultation running in parallel.

2.2.2 31 of the total 33 of Hackney Carriage fare survey respondents agreed that the alignment is a fair amendment. Some comments agreed given that it is a compromise between the two very different fare cards while others agreed with the improved simplicity.

- 2.2.3 Of the majority that agreed with the amendment, some raised the following concerns:
- Fare card wording needs to be clearer around when a meter should switch tariff to ensure consistency. Some may switch half way through a job and some at the end. (This is an error with the meters and has been rectified to improve transparency and does not affect the fare alignment).
  - The jump from £3.20 to £3.80 is too much. £3.50 would be more acceptable (one response).
  - The previous [St Edmundsbury] Sunday rates should be reinstated.
- 2.2.4 Additional concerns and a request were expressed through the survey and at the driver drop-in sessions, as summarised in **Appendix 5**. The concerns have been factored into the updated proposal (option 1) and included:
1. The 'extras' button charging was too complex and should adopt the original St Edmundsbury approach to have multiples of the fare (1.5x tariff) apply for certain times and dates
  2. The fares reflected a significant increase which may put the public off using taxis
  3. Larger wheelchair accessible vehicles should have higher fares due to increased fuel costs.
  4. An additional small (fixed) fare increase for Newmarket race days.
- 2.2.5 Officers requested alternative suggestions from the trade, particularly relating to operation of 'extras' fares. Three extra proposals were put forward from the trade following strong objections from drivers, including a signed petition (**Appendix 6**). All of the proposals are outlined in **Appendix 2**.
- 2.2.6 'Extras' fares for vehicles licensed to carry five or more passengers are currently add-ons to the three standard tariffs consulted upon in stage 2.
- 2.2.7 These charges are added by the driver via an 'extras' button on the taximeter. Following concerns raised by drivers, officers have explored alternative options for drivers to charge for additional passengers. Further detail is outlined in **Appendix 2**.
- 2.2.8 Only St Edmundsbury Wheelchair Accessible Vehicle drivers have objected to the 'extras' buttons and have asked for them to be removed and the approach adopted for the 2015 fares reinstated. This approach is reflected in options 1(i), 3 and 4.

## 2.3 **Public consultation**

- 2.3.1 If the Committee proceeds with an agreed set of fares then an advertisement setting out the increased fares must be placed in at least one local newspaper. Members of the public will have 14 days from the date of the advertisement in which to submit any representations for or against the fare amendments. If objections are received then they must be considered by the Licensing and Regulatory Committee before the proposed fare changes can be implemented.
- 2.3.2 If no objections are received, the revised table of fares will come into effect on the date specified (not less than 14 days after publication in the newspaper of the notice). If there are objections the Council must set a further date within 2 months of the above date on which the new fares will come into force following further consideration by Members.

## 3.0 **Approach and Options**

- 3.1.1 Having considered the contents of the report, the representations from the Hackney Carriage Licensees and any public representations, the Committee may:
- (a) Adopt the officer-proposed tariffs (Option 1(i)), or
  - (b) Make modifications/amendments to, and adopt the proposed set of tariffs, or
  - (c) Adopt an alternative set of tariffs, or
  - (d) Make no change.
- 3.1.2 The Committee is requested to consider the options listed below. The West Suffolk fare card in **Appendix 1** was consulted on with drivers for 6 weeks. There were objections to the way licensed WAVs were permitted to charge for additional passengers as the current system was not transparent enough for customers. Option 1 contains an update following driver suggestions and contains a breakdown of the alternative ways extras can be charged for additional passengers. The other three options are separate driver proposals and should be considered as alternatives if the committee choose option (c) above: to adopt an alternative tariff.
- 3.1.3 The option to make no change is not recommended, as it would contradict the wider approach of harmonising fees and charges for customers across the new single council area.
- 3.1.4
- **Option 1** is the proposed stage 2 tariffs consulted upon along with alternative ways to charge for additional passengers (alternatives (i), (ii) and (iii))
  - **Option 2** is a suggestion from one member of the trade.
  - **Option 3** is the St Edmundsbury 2015 fare tariffs supported by some St Edmundsbury drivers.

- **Option 4** is a driver-modified version of the St Edmundsbury 2015 tariffs.

3.1.5 Fare comparisons per mile are set out in **Appendix 4** and show clearly that all options apart from option 3 avoid using the 'extras' button.

### 3.2 **Recommended option**

3.2.1 Officers recommend option 1(i) as it provides a more transparent way of covering any additional costs of carrying five or more passengers in a wheelchair accessible vehicle (or mini-van).

### 3.2.2 **Option 1 – Standard Tariffs**

A monthly review of national fares, published by Private Hire and Taxi Monthly, ranks local authorities in England by the cost of a 2 mile journey on tariff 1. As of November 2018, both Forest Heath and St Edmundsbury fares are mid-range and analysis suggests that the recommended West Suffolk fares would rank in between them. The cost of a running mile is consistent across West Suffolk, as this was aligned in June 2018, and reflects an average 3.3% rise across the three standard tariffs compared to current fares. This reflects the ambition to increase fares with the rate of Consumer Price Index increase (Office for National Statistics data).

### 3.2.3 **Option 1(i)**

Option 1(i) is simple, yet allows drivers to earn slightly more when transporting larger groups, as they do currently across West Suffolk. The three additional tariffs for WAVs carrying over four passengers are multiples of the original tariffs 1:

<b>Tariff</b> <i>(for 5+ passengers)</i>	<b>Multiple of tariff 1</b>	<b>Timing</b>
4	x1.5	Same as tariff 1
5	x2	Same as tariff 2
6	x3	Same as tariff 3

Good practice research carried out by officers looked at 40 local authority fare cards and showed that the most common approach for additional passenger charges is multiples of the set tariffs. Option 1(i) works on this basis, only it has these multiples as separate, additional tariffs to avoid the need for an 'extras' buttons on the taximeter.

3.2.4 This also reflects the approach used for the 2015 St Edmundsbury fares, variations of which were proposed as alternatives by drivers.

3.2.5 Avoiding setting fares that use the 'extras' button will help increase transparency and make it easier for customers to know how much they have to pay.

### 3.3 **Other factors**

- 3.3.1 The running mile price of the current and proposed fares is the same across West Suffolk. The proposed fares for West Suffolk represent an average increase of 3.3% across the three standard tariffs and the impacts of this for different groups are set out in the equality impact assessment (**Appendix 7**). The assessment found this rise is consistent with the rise in Consumer Price Index and rising fuel costs, which ensures the maximum fares are sustainable for taxi drivers. The recommended fares include a package of slight increases and decreases depending on the tariff, timing and distance of a journey but overall the changes would be consistent across the areas of Forest Heath and St Edmundsbury.

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## Hackney Carriage Tariffs

With effect from 4 June 2018

### Tariff 1 – Between the hours of 06.00 and 23.00

If distance does not exceed 1114 yards (1018.642 metres) or 2 minutes 43 secs or a combination of time and distance	£3.20
For each 199 yards (181 metres) or part there of or 49 seconds or a combination of time and distance	£0.20

### Tariff 2 – Between the hours of 23.00 and 06.00 and 18.00 and 23.00 24 December and on all public holidays

If distance does not exceed 915 yards (836.676metres) or 2 minutes 43 secs or a combination of time and distance	£3.70
For each 150 yards (137.16 metres) or part thereof or 37 secs or a Combination of time and distance	£0.20

### Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January

For the first 915 yards (836.676 metres) or 2 mins 43 secs or a combination of time and distance	£5.50
For each 195 yards (178.308 metres) or part thereof or 49 secs or a combination of time and distance	£0.40

### Additional Charges

For each additional passenger carried in licensed MPV's carrying more than 4 passengers	
Tariff 1 per additional person	£1.50
Tariff 2 per additional person	£2.00
Tariff 3 per additional person	£3.00
For soiling of the carriage, resulting in cleaning (up to a maximum of)	£100.00
For carriage of animals with option to refuse	£1.00

### No charge or refusal for assistance dogs

The equivalent amount of any congestion or toll charge incurred

## Hackney Carriage Tariffs

With effect from 4 June 2018

### Tariff 1 – Between the hours of 06.00 and 23.00

If distance does not exceed 1760 yards (1609.344 metres) or 433 secs or a combination of time and distance	£3.80
For each 199 yards (181 metres) or part there of or 49 seconds or a combination of time and distance	£0.20

### Tariff 2 – Between the hours of 23.00 and 06.00 and 18.00 and 23.00 24 December and on all public holidays

If distance does not exceed 1760 yards (1609.344 metres) or 434 secs or a combination of time and distance	£5.70
For each 150 yards (137.16 metres) or part thereof or 37 secs or a Combination of time and distance	£0.20

### Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January

If distance does not exceed 1564 yards (1430.122 metres) or 393 seconds	£7.60
For each 195 yards (178.308 metres) or part there of or 49 secs or a combination of time and distance	£0.40

### Additional Charges

For each additional passenger carried in licensed MPV's carrying more than 4 passengers	
Tariff 1 per additional person	£1.50
Tariff 2 per additional person	£2.00
Tariff 3 per additional person	£3.00
For soiling of the carriage, resulting in cleaning (up to a maximum of)	£100.00
For carriage of animals with option to refuse	£1.00

### No charge or refusal for assistance dogs

The equivalent amount of any congestion or toll charge incurred

**West Suffolk Council – for consultation 10 September to 5 November**  
**Section 65 Local Government (Miscellaneous Provisions) Act 1976**

<b>Hackney Carriage Tariffs</b>	
From 1 April 2019 – Stage 2 consulted upon	
<b>Tariff 1 – Between the hours of 06.00 and 23.00</b>	
If distance does not exceed 1380 yards (1261.872 metres) or 5 minutes 41.4 secs or a combination of time and distance	£3.80
For each 190 yards (173.736 metres) or part there of or 47 seconds or a combination of time and distance The first mile will cost £4.20 and each subsequent mile £1.85 (approximately)	£0.20
<b>Tariff 2 – Between the hours of 23.00 and 06.00 AND 18.00 and 23.00 24 December AND on all public holidays</b>	
If distance does not exceed 1760 yards (1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance	£5.70
For each 145 yards (132.588 metres) or part thereof or 37 secs or a Combination of time and distance The first mile will cost £5.70 and each subsequent mile £2.43 (approximately)	£0.20
<b>Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January</b>	
For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance	£7.60
For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance The first mile will cost £8.40 and each subsequent mile £3.70 (approximately)	£0.40
<b>Additional Charges</b>	
For each additional passenger carried in licensed MPV's carrying more than 4 passengers	
Tariff 1 per additional person	£1.50
Tariff 2 per additional person	£2.00
Tariff 3 per additional person	£3.00
For soiling of the carriage, resulting in cleaning (up to a maximum of)	£100.00
For carriage of animals with option to refuse <b>No charge or refusal for assistance dogs</b>	£1.00
The equivalent amount of any congestion or toll charge incurred	

**All meters must be calendar controlled. The above table of fares if inclusive of VAT**

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**Option 1 Recommended standard tariffs:**

<b>Hackney Carriage Tariffs</b>	
From 1 April 2019 – Stage 2 consulted upon	
<b>Tariff 1 – Between the hours of 06.00 and 23.00</b>	
If distance does not exceed 1380 yards (1261.872 metres) or 5 minutes 41.4 secs or a combination of time and distance	£3.80
For each 190 yards (173.736 metres) or part there of or 47 seconds or a combination of time and distance	£0.20
The first mile will cost £4.20 and each subsequent mile £1.85 (approximately)	
<b>Tariff 2 – Between the hours of 23.00 and 06.00 AND 18.00 and 23.00 24 December AND on all public holidays</b>	
If distance does not exceed 1760 yards (1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance	£5.70
For each 145 yards (132.588 metres) or part thereof or 37 secs or a Combination of time and distance	£0.20
The first mile will cost £5.70 and each subsequent mile £2.43 (approximately)	
<b>Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January</b>	
For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance	£7.60
For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance	£0.40
The first mile will cost £8.40 and each subsequent mile £3.70 (approximately)	
<b>The Following apply to vehicles carrying more than 4 passengers</b>	
<i>See proposals (i) to (iii) below</i>	

**Note that all proposed tariffs contain the following:**

<b>Additional Charges</b>	
For soiling of the carriage, resulting in cleaning (up to a maximum of) £1 Extra per journey starting at Rowley mile racecourse on race days The equivalent amount of any congestion or toll charge incurred <b>No charge or refusal for assistance dogs</b>	£100 £1 As charged
The equivalent amount of any congestion or toll charge incurred	
<b>THE ABOVE TABLE OF FARES IS INCLUSIVE OF VAT</b>	
<b>All meters are Calendar Controlled</b>	

**Option 1 - Ways of charging for additional passengers**

Licensed Wheelchair accessible vehicles can carry more than 4 passengers and are currently given the flexibility to charge extra when carrying over 4 passengers in their vehicle. There are multiple ways of doing this and we recommend the following. Please note that these charges are currently added at the end of customer journeys through the

driver-operated 'extra's button on the taxi-meter. This system includes extra charges on top the three standard tariffs:

- Tariff 1 per additional person - £1.50
- Tariff 2 per additional person - £2.00
- Tariff 3 per additional person - £3.00

St Edmundsbury licensees have expressed concerns that the system was not transparent enough for customers so they are facing situations where customers refuse to pay their fare. Good practice research has helped officers to explore this issue. Three alternative systems for this charge are set out below for consideration:

**i. 3 additional separate tariffs**

This approach was adopted in St Edmundsbury prior to 2018 and is favoured by St Edmundsbury drivers.

<b>The Following tariffs apply to vehicles carrying more than 4 passengers</b>	
<b>Tariff 4 – Between the hours of 06.00 and 23.00</b>	
If distance does not exceed 1 Mile (1760 yards/1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance	£5.70
For each 145 yards (132.588 metres) or part thereof or 37 secs or a Combination of time and distance	£0.20
The first mile will cost £5.70 and each subsequent mile £2.43 (approximately)	
<b>Tariff 5 – Between the hours of 23.00 and 06.00 or on a public/bank holiday</b>	
For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance	£7.60
For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance	£0.40
The first mile will cost £8.40 and each subsequent mile £3.70 (approximately)	
<b>Tariff 6 – Between the hours of 23.00 on 24 December and 0600 on 27 December and between 18.00 on 31 December and 06.00 1 January</b>	
If the distance does not exceed 1 mile (1760 yards/1609.344 metres) or 9 mins/11.5 secs or a combination of time and distance	£11.40
For each 150 yards (137.16 meters) or part thereof or 47 secs or a combination of time and distance	£0.40
The first mile will cost £11.40 and each subsequent mile £4.69 (approximately)	

**ii. Set charge for carrying over 5 passengers**

Recently adopted by Cambridge City Council following concerns that "a charge per passenger was open to being abused by drivers".

<b>The Following charge only applies to vehicles carrying more than 4 passengers</b>	
For licensed MPV's carrying more than 4 passengers	
One off charge	£3.00

**iii. No extra charges for additional passengers (and luggage)**

Only the 'additional charges' at the start of this document will apply. This approach was recently adopted by Rugby Borough Council due to similar concerns about fares being artificially inflated.

# Alternative Options (standard and additional tariffs) – driver proposals

## 2. Higher fares proposed by a St Edmundsbury Driver

SCANNED



WEST SUFFOLK  
FOREST HEATH DISTRICT COUNCIL  
ST EDMUNDSBURY BOROUGH COUNCIL  
FARE TARIFF  
MAXIMUM FARES FOR HACKNEY CARRIAGE  
OPERATIONAL FROM 0.00

**TARIFF 1**  
FOR HOURS OF 06.00 TO 23.00

If distance does not exceed	1207 yards	£ 4.00
For each subsequent	195 yards	£ .20
Waiting time		

Window Snip

**TARIFF 2**  
For the hours of 23:00 to 06:00  
And 18.00 to 23.00 24<sup>th</sup> December and 31<sup>st</sup> December  
And on all public holidays

If distance does not exceed	1207 yards	£ 6.00
For each subsequent	195 yards	0.30
Waiting time		

**TARIFF 3**  
For hours of 23.00 on 24<sup>th</sup> December and 06.00 on 27<sup>th</sup> December  
And 23.00 on 31<sup>st</sup> December and 06.00 on 2<sup>nd</sup> January

If distance does not exceed	1207 yards	£ 8.00
For each subsequent	195 yards	0.40
Waiting time ( per minute )		

### Additional Charges

For each additional passenger carried in licensed MPV's carrying more than 4 passengers

Tariff 1 per additional person	£ 1.50
Tariff 2 per additional person	£ 2.00
Tariff 3 per additional person	£ 3.00

For soiling of the carriage , resulting in cleaning ( up to a maximum of ) £ 100.00

For carriage of animals with option to refuse £ 1.00

No charges or refusal for assistance dogs

The equivalent amount of any congestion or toll or parking charges incurred

### 3. Revert to 2015 St Edmundsbury Fares (with 3 extra tariffs for additional passengers)

#### ST. EDMUNDSBURY BOROUGH COUNCIL FARE TARIFF MAXIMUM FARES FOR HACKNEY CARRIAGES OPERATIONAL FROM 00:00 HOURS – 25 November 2015

##### TARIFF 1

##### Between the hours of 07:00 and 24:00

If distance does not exceed 1 mile (1760 yards / 1609.344 metres)	£3.80
For each subsequent 110 yards (100.584 metres) or part thereof	£0.10
Waiting time (per minute)	£0.25

##### TARIFF 2

##### For any journey commenced between the hours of 00:00 and 07:00, or for any hiring on a public or bank holiday

If distance does not exceed 1 mile (1760 yards / 1609.344 metres)	£5.70
For each subsequent 110 yards (100.584 metres) or part thereof	£0.15
Waiting time (per minute)	£0.25

##### TARIFF 3

##### For any hiring on Christmas Day, Boxing Day and New Year's Day Between the hours of 00:00 and 24:00

If distance does not exceed 1 mile (1760 yards / 1609.344 metres)	£7.60
For each subsequent 110 yards (100.584 metres) or part thereof	£0.20
Waiting time (per minute)	£0.25

#### Following tariffs apply to vehicles licensed for more than 4 passengers where more than 4 passengers are carried

##### TARIFF 4

##### Between the hours of 07:00 and 24:00

If distance does not exceed 1 mile (1760 yards / 1609.344 metres)	£5.70
For each subsequent 110 yards (100.584 metres) or part thereof	£0.15
Waiting time (per minute)	£0.25

##### TARIFF 5

##### For any journey commenced between the hours of 00:00 and 07:00, or for any hiring on a public or bank holiday

If distance does not exceed 1 mile (1760 yards / 1609.344 metres)	£8.55
For each subsequent 110 yards (100.584 metres) or part thereof	£0.20
Waiting time (per minute)	£0.25

##### TARIFF 6

##### For any hiring on Christmas Day, Boxing Day and New Year's Day Between the hours of 00:00 and 24:00

If distance does not exceed 1 mile (1760 yards / 1609.344 metres)	£11.40
For each subsequent 110 yards (100.584 metres) or part thereof	£0.30
Waiting time (per minute)	£0.25

#### Additional Charges

##### 1) Soiling Charge

a. For vehicles licensed up to 4 passengers	£100.00
b. For vehicles licensed for more than 4 passengers	£150.00



**2) For carriage of animals**

Not in purpose built cages (with the option to refuse)

**(Excluding assistance animals which are free and must be carried)**

£1.00

**3) The equivalent amount of any congestion or toll charge incurred during a particular hiring**

**THE ABOVE TABLE OF FARES IS INCLUSIVE OF VAT  
All meters are Calendar Controlled**

**4. Driver-modified version of 2015 SEBC Fares**

**Proposal of fares**

Tariffs 1 - Between the hours of 07.00 and 00.00

If distance does not exceed 1320 yards (1207.008 metres) £3.80

For each 190 yards (173.735 metres ) £0.20

£1.85 per mile

Tariff 2 - Between the hours of 00.00 and 07.00 and 18.00 and 00.00 on the 24th of December and on all public holidays

If distance does not exceed 1320 yards (1207.008 metres) £5.70

For each 190 yards (173.735 metres ) £0.30

£2.77 per mile

Tariff 3 - Between the hours of 00.00 on the 24th of December and 07.00 on 27th of December and between 00.00 on the 31st of December and 00.00 on the 2nd of January

If distance does not exceed 1320 yards (1207.008 metres) £7.60

For each 190 yards (173.735 metres ) £0.40

£3.70 per mile

Tariff 4 - More than 4 passengers between the hours of 07.00 and 00.00

If distance does not exceed 1760 yards (1609.344 metres) £5.70

For each 150 yards (137.16 metres ) £0.20

£2.34 per mile

Tariff 5 - more than 4 passengers between the hours of 00.00 and 07.00 and 18.00 and 00.00 on the 24th of December and on all public holidays

If distance does not exceed 1760 yards (1609.344 metres) £7.60

For each 150 yards (137.16 metres ) £0.30

£3.52 per mile

Tariff 6 - More than 4 passengers between the hours of 00.00 on the 24th of December and 07.00 on 27th of December and between 00.00 on the 31st of December and 00.00 on the 2nd of January

If distance does not exceed 1760 yards (1609.344 metres) £11.40

For each 150 yards (137.16 metres ) £0.40

£4.69 per mile

Additional chargers

For soiling of the carriage, Resulting in cleaning £100.00

OPTION 5

NOT SO WELL SUPPORTED

BUT NEGOTIABLE AND NO BUTTONS

TO PRESS AT END OF JOURNEY SO NO

WAITING TIME TO BE ADDED

CONFLICT.

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**Hackney carriage fare alignment**  
**Consultation Stage 2**  
 Please see the amended fare card overleaf



Driver name	
Badge No	CD
Who are you licensed with? (please tick)	St Edmundsbury Borough Council <input type="checkbox"/> Forest Heath District Council <input type="checkbox"/>
Do you own a Hackney Carriage vehicle?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you drive/rent a Hackney Carriage Vehicle?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Hackney Plate Number (if you own/drive one)	HV
Do you think this is a fair amendment to the current fares to bring them in line together as stage two?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please give reasons for your answer and detail if you would recommend anything different	
Signed	
Date	

Please return this form to the council – or email to [licensing@westsuffolk.gov.uk](mailto:licensing@westsuffolk.gov.uk) by **5 November 2019**

Proposed Stage 2 fares From 1 April 2019	
<b>Tariff 1 – Between the hours of 06.00 and 23.00</b>	
If distance does not exceed 1380 yards (1261.872 metres) or 5 minutes 41.4 secs or a combination of time and distance	£3.80
For each 190 yards (173.736 metres) or part there of or 47 seconds or a combination of time and distance	£0.20
The first mile will cost £4.20 and each subsequent mile £1.85 (approximately)	
<b>Tariff 2 – Between the hours of 23.00 and 06.00 AND 18.00 and 23.00 24 December AND on all public holidays except Christmas period</b>	
If distance does not exceed 1760 yards (1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance	£5.70
For each 145 yards (132.588 metres) or part thereof or 37 secs or a combination of time and distance	£0.20
The first mile will cost £5.70 and each subsequent mile £2.43 (approximately)	
<b>Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January</b>	
For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance	£7.60
For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance	£0.40
The first mile will cost £8.40 and each subsequent mile £3.70 (approximately)	
<b>Additional Charges</b>	
For each additional passenger carried in licensed MPV's carrying more than 4 passengers	
Tariff 1 per additional person	£1.50
Tariff 2 per additional person	£2.00
Tariff 3 per additional person	£3.00
For soiling of the carriage, resulting in cleaning (up to a maximum of)	£100.00
For carriage of animals with option to refuse	£1.00
<b>No charge or refusal for assistance dogs</b>	
The equivalent amount of any congestion or toll charge incurred	

## WEST SUFFOLK TARIFF PROPOSALS – 2019

### RUNNING MILE

TARIFF	Stage 2 consultation INITIAL PAYMENT THEN £ PER MILE	OPTION 1(i) INITIAL PAYMENT THEN £ PER MILE	OPTION 1(ii) INITIAL PAYMENT THEN £PER MILE	OPTION 1(iii) INITIAL PAYMENT THEN £PER MILE	OPTION 3 INITIAL PAYMENT THEN £ PER MILE	OPTION 4 INITIAL PAYMENT THEN £ PER MILE	OPTION 5 INITIAL PAYMENT THEN £PER MILE
1	3.80 THEN 1.85p/mile	3.80 THEN 1.85p/mile	3.80 THEN 1.85 p/mile	3.80 THEN 1.85p/mile	4.60 THEN 1.80p/mile	3.80 THEN 1.60p/mile	3.80 THEN 1.85p/mile
2	5.70 THEN 2.42p/mile	5.70 THEN 2.43p/mile	5.70 THEN 2.43 p/mile	5.70 then 2.42p/mile	6.90 THEN 2.70p/mile	5.70 THEN 2.40p/mile	5.70 THEN 2.77p/mile
3	7.60 THEN 3.70p/mile	7.60 THEN 3.70p/mile	7.60 THEN 3.70 p/mile	7.60 Then 3.70p/mile	9.60 THEN 3.60p/mile	7.60 THEN 3.20p/mile	7.60 THEN 3.70p/mile
4	Extras button	5.70 THEN 2.43p/mile	£3 one off charge	No extras for WAV	Extras button	5.70 THEN 2.40p/mile	5.70 THEN 2.34p/mile
5	Extras button	7.60 THEN 3.70p/mile	£3 one off charge	No extras for WAV	Extras button	8.55 THEN 3.20p/mile	7.60 THEN 3.52p/mile
6	Extras button	11.40 THEN 4.69p/mile	£3 one off charge	No extras for WAV	Extras button	11.40 THEN 4.80p/mile	11.40 THEN 4.69p/mile

Options 1(i) – (iii) are updates to the stage 2 consultation fare card.

Drivers would also like to have the option to add £1 to each journey from Rowley Mile Racecourse (Race Days only). This would cover the additional waiting in traffic etc. Apparently other Authorities with racecourses have similar arrangements

The stage 2 consultation and option 3 involve keeping the extras button. This would mean between £1.50 and £12 extra per journey depending on amount of passengers.

Option 1(iii) means no extras for Wheelchair vehicles, they are paid the same as saloon hackneys)

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## Trade Consultation Raw Data

User No	Local authority	Own Hackney Carriage Vehicle?	Drive/rent a Hackney Carriage vehicle?	Fair amendment to the current fares to bring them in line together as stage two?	Reasons for answer and suggestions
1	St Edmundsbury Borough Council	Yes	Yes	No	Have attached counter proposal for alignment tariff 2 (fare + 50%) tariff 3 (New Year's Eve) 18:00 to 23:00 T2 fare + 50% 31st December (23:00:) - 2 January (06:00) - Tariff 3
2	Forest Heath District Council	Yes	Yes	Yes	-
3	St Edmundsbury Borough Council	No	No	Yes	-
4	St Edmundsbury Borough Council	No	No	Yes	-
5	St Edmundsbury Borough Council	No	No	Yes	-
6	St Edmundsbury Borough Council	No	No	Yes	-
7	St Edmundsbury Borough Council	Yes	No	Yes	-
8	St Edmundsbury Borough Council	No	Yes	Yes	-
9	St Edmundsbury Borough Council	No	Yes	-	-
10	Forest Heath District Council	Yes	Yes	Yes	It's a fair compromise between 2 very different towns.
11	Forest Heath District Council	Yes	Yes	Yes	Fair spread to bring both areas into line.
12	St Edmundsbury Borough Council	No	No	Yes	-
13	St Edmundsbury Borough Council	No	Yes	Yes	-
14	Forest Heath District Council	Yes	Yes	Yes	-
15	Forest Heath District Council	Yes	-	Yes	-
16	St Edmundsbury Borough Council	No	No	-	-
17	St Edmundsbury Borough Council	No	Yes	-	Set route (School run)
18	St Edmundsbury Borough Council	Yes	Yes	Yes	N/A I work the rank as and when and do my own airport work as I always have this has no affect on myself as i'm busier than ever and always working always.
19	St Edmundsbury Borough Council	Yes	No	Yes	-
20	St Edmundsbury Borough Council	No	Yes	Yes	-
21	St Edmundsbury Borough Council	Yes	Yes	Yes	-

22	St Edmundsbury Borough Council	Yes	Yes	-	-
23	St Edmundsbury Borough Council	No	Yes	Yes	I do not agree with metres switching over at 11pm at Halk Way through a job a job wording should be clearer as some metres stay on tariff one til job is finished and some change over halfway through the job, should be one or other,
24	St Edmundsbury Borough Council	-	Yes	Yes	I think this is a fair amendment to bring the fares in line but I think the jump from £3.20 to £3.80 is too much (£3.50) would be more acceptable. I also think the previous Sunday rates should be reinstated.
25	Forest Heath District Council	Yes	Yes	No	Rate rise so quickly since last change will put people off using taxis.
26	-	No	No	Yes	-
27	Forest Heath District Council	No	No	Yes	-
28	Forest Heath District Council	No	No	Yes	-
29	St Edmundsbury Borough Council	No	No	Yes	-
30	Forest Heath District Council	Yes	Yes	Yes	It simplifies the tariffs so it's easier for drivers to estimate charges. It's simpler for customers.
31	Forest Heath District Council	No	No	Yes	As a Private Hire Driver I use the tariff for hackney as a guide to fares. I do feel that multi seater which use more fuel should be given a separate tariff. I agree that additional charges apply for more than 4 passengers but many local journey less than 4.
32	Forest Heath District Council	Yes	Yes	Yes	-
33	Forest Heath District Council	Yes	No	Yes	-



St. Edmundsbury Taxi and Private Hire group  
c/o 31 Hooper Square, Bury St Edmunds IP33 3HN

Tel: 07917128267

e-mail [quotes@burytravel.co.uk](mailto:quotes@burytravel.co.uk)

APPENDIX 6

30/10/18

The Solicitor,  
St Edmundsbury Borough Council,  
Licensing Department,  
West Suffolk House,  
Western Way,  
IP33 3YU

Dear Sirs,

Hackney Carriage Tariffs.  
Section 65 Local Government (Miscellaneous Provisions) Act 1976

On 04/06/2018 tariffs were introduced to amend the manner in which passengers were charged dependant upon whether the number of passengers were between 1 and 4 or between 5 and 8.

This resulted in a change in the manner in which the driver operated the meter in such a way that it appeared to passengers that the driver was making ad hoc/illegal additions to the meter reading by pressing buttons on the meter at the conclusion of the journey.

Experience has proved that this is a serious matter raising health and safety issues.

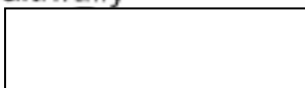
#### PARTICULARS

Attached to this letter is a record of circa 155 incidents of verbal and physical assaults and refusals to pay fares suffered by the signatories since the introduction of the revised tariffs.

Despite this catalogue of criminal behaviour we have withheld making a complaint to the police or seeking media attention or complaining to our M.P. because we fully appreciate that such courses of action will serve to escalate issues rather than resolve them.

Unless you can suggest another approach we request that such steps are taken as requisite to suspend the revised fare schedule and revert to the previous arrangements to enable a solution to this problem to be formulated.

Yours faithfully



Robin Dorling

(Duly authorised by the signatories)

Encls: Signed record of incidents.

### Equality Screening Form

Question	Response
Q1) Name of the strategy, policy, programme or project being assessed.	Hackney Carriage Fare Review 2019
Q2) In no more than five lines and using Plain English, summarise the purpose of the policy or proposal, and its desired outcomes.	To harmonise the current Forest Heath and St Edmundsbury hackney carriage fares ahead of the creation of a single authority for West Suffolk in April 2019. This EQIA considers the impacts on all groups who use and drive taxi vehicles throughout West Suffolk.
Q3) Who should benefit from the proposal and in what way?	All residents across West Suffolk will benefit from the proposal to remove the charges for extra passengers as it will be clearer and more transparent how much they owe for their journey. This particular proposal will also benefit taxi drivers as many drivers had raised safety and wellbeing concerns as customers challenged drivers who they believed were making illegal additions to the meter when using the extras option, reportedly refusing to pay (the petition stated this had happened on 155 occasions).
Q4 Is there any evidence or reason to believe that in relation to this proposal, there may be a difference in: <ul style="list-style-type: none"> <li>• Levels of participation</li> <li>• Uptake by different groups</li> <li>• Needs or experiences of different groups</li> <li>• Priorities</li> <li>• Other areas?</li> </ul>	<p>The fare change includes a package of measures, which overall equates to a 3.3% rise in fares. This relates to the average annual increase in consumer price index and fuel prices.. The proportional increase compared to the current Forest Heath and St Edmundsbury fares varies according to tariff and the distance/time of a trip.</p> <p>The fare cards are complex and follow a set structure common to all local authorities. Costs of a running mile are commonly used to allow for comparison. The running mile costs for the 2018</p>

Forest Heath and St Edmundsbury fares were aligned in June 2018 so the increase for each tariff is consistent across West Suffolk.

Tariff	Current running mile (£)	Proposed fares running mile (option 1i) (£)	Percentage increase
1	1.77	1.85	4.5%
2	2.35	2.42	3.1%
3	3.61	3.70	2.5%
-	AVERAGE % INCREASE		3.3%

Forest Heath and St Edmundsbury fare cards currently have different thresholds for time and distance for each tariff. Despite the overall running miles costs being the same, the alignment of these specifics details mean that some journeys may work out cheaper for customers in one part of West Suffolk, while some may rise slightly more than 3.3%. This mainly depends on the distance of that journey. For example, a 1 mile journey on tariff 1 in Forest Heath currently costs £3.85, £3.80 in St Edmundsbury and £4.20 under the proposed fares. This shows there is a slightly higher increase in St Edmundsbury.

Given that West Suffolk is predominantly rural many journeys are above the national average of 2-5 miles (according to Department for Transport statistics 2017. A 10 mile journey on tariff 3 currently costs £39.73 in Forest Heath, £40.49 in St Edmundsbury and £41.74 under the proposed West Suffolk fares.

This shows there is a slightly higher increase for customers current Forest Heath area.

Data from the Department for Transport Taxi and Private Hire Vehicle Statistics 2018 showed that those in the lowest real income quintile made 14 taxi or PHV trips per year<sup>1</sup>. There is therefore potential for those on a low income and experiencing rural isolation to be negatively impacted by the slight increase in fares.

Although there are no data available on the reliance on hackney carriages for those experiencing rural isolation, data from the Department for Transport found that in 2017, taxi passengers in rural areas tended to have the lowest overall satisfaction<sup>2</sup>. There is therefore a risk that the increase in fares in Forest Heath will further lower customer satisfaction levels. Although there are no data available to support this, those suffering from rural isolation may be more likely to rely on hackney carriages due to a lack of other transport options. Forest Heath is classified as mainly rural compared with St Edmundsbury which is largely rural<sup>3</sup>, which again demonstrates how the fare increases will disproportionately impact on those in Forest Heath on a low income (particularly those not living in the district's towns).

The increase in fares may deter some residents from using taxis, negatively impacting on the income of hackney carriage drivers,

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<sup>1</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/751202/taxi-and-phv-england-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/751202/taxi-and-phv-england-2018.pdf)

<sup>2</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/751202/taxi-and-phv-england-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/751202/taxi-and-phv-england-2018.pdf)

<sup>3</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/591466/Local\\_Authority\\_Districts\\_ranked\\_by\\_rural\\_and\\_rural-related\\_populations\\_with\\_Rural\\_Urban\\_Classification.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591466/Local_Authority_Districts_ranked_by_rural_and_rural-related_populations_with_Rural_Urban_Classification.pdf)

who are disproportionately male (96%) and middle aged according to recent statistics from the Department for Transport. Data also showed that in 2017/18, the two main ethnic groups of drivers were White and Asian or Asian British (49% and 38% respectively). Anecdotal evidence from taxi drivers suggests that a higher proportion of drivers in Forest Heath are from Asian backgrounds. The possibility of the increase in fares deterring customers from using taxis in this area will therefore impact this group, however the specific policy will not disproportionately adversely impact this group.

There has been a steady increase in the Consumer Prices Index (CPI) since late 2015 which supports the increase in fares. From April 2017 the CPI levelled off, ranging between 2.6 and 2.8%. Further, government data on the average annual prices of road fuels shows an increase from 2016 – 2018:

<b>Year</b>	<b>Premium unleaded<sup>4</sup></b>	<b>Diesel</b>
2008	107.59	117.92
2009	98.86	103.86
2010	116.34	118.60
2011	133.27	138.72
2012	135.39	141.83
2013	134.15	140.41
2014	127.50	133.46
2015	111.13	114.90
2016	108.85	110.13
2017	117.41	120.06
2018 so far	120.96	124.44

<sup>4</sup> <https://www.gov.uk/government/statistical-data-sets/oil-and-petroleum-products-monthly-statistics>

There are other policy implications which may impact on those with a protected characteristic. All options apart from option 3 include removing the use of the 'extras' button to charge for additional passengers. Option 1 considers different ways to charges for additional passengers, including a one-off charge of £3.00 for vehicles carrying more than four passengers. This has potential to positively impact all groups as it removes the risk of drivers abusing the extras button. Cambridge City Council decided to implement a one-off charge of £3.00 in January 2012 following concerns raised by Cambridge City Licensed Taxis Limited that a charge per passenger was open to being abused by drivers.

Removing the extras button on vehicles will particularly benefit more vulnerable passengers, such as the elderly and those with a disability. The now closed Office of Fair Trading argue that these groups are more susceptible to overcharging as they are more likely to be in a weaker bargaining position due to being less able to take alternative forms of transport<sup>5</sup>. This is particularly relevant to those with mobility difficulties as the Department of Transport found that, in 2017, this group used Taxis more than people who do not (19 trips per person versus 9 trips per person).

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<sup>5</sup> [http://webarchive.nationalarchives.gov.uk/20140402181227/http://www.offt.gov.uk/shared\\_offt/reports/comp\\_policy/oft676.pdf](http://webarchive.nationalarchives.gov.uk/20140402181227/http://www.offt.gov.uk/shared_offt/reports/comp_policy/oft676.pdf)

<p>Q5) Using the evidence listed above, fill in the table below to highlight the groups you think this policy or proposal has the potential to impact upon:</p> <p>(i) Is there any potential for negative impact? Yes or No</p> <p>(ii) Are there opportunities for positive impact or to promote equality of opportunity?</p>	<p>(i) Yes – passengers will experience an increase in fares, which may have a disproportionate impact on those on a low income and those suffering from rural isolation.</p> <p>(ii) There are opportunities for positive impact for all individuals. The proposal to remove the extras charges for additional passengers will increase transparency and making it easier for customers to know how much they have to pay, simplifying transactions.</p>
<p>Q6) Considering your answers to questions 1-5, do you believe a Full Equality Impact Assessment is needed?</p>	<p>No</p>
<p>Q7) Considering our duty to proactively tackle disadvantage and promote equality of opportunity, list the actions required.</p>	<p>NB The impacts table considers the impact of the <i>changes</i> in the fare structure needed to create a harmonised structure for West Suffolk, not the annual fare increase.</p>

Impacts Table				
	Is there potential for negative impact? YES or NO	Are there opportunities for positive impact? YES or NO	If YES, please provide details of the impact below	
			Positive Impact	Negative Impact
<b>All groups or society generally</b>	NO	YES	The option to remove the charges for each	



			extra passenger will improve simplicity and transparency of payments.	
<b>Age</b> - Older or younger people	NO	YES	Elderly people are potentially more vulnerable to overcharging therefore the proposal to remove extra charges will alleviate any potential for drivers to overcharge.	
<b>Disability</b> - People with a disability	NO	YES	In 2017, individuals with a disability used taxis an average of 19 times (per person, per year). This group are particularly vulnerable to being overcharged, therefore the	

			option to remove the extra fees button in taxis will alleviate this risk.	
<b>Sex</b> - Women or men	YES	NO		In 2017, 96% of taxi drivers were male. If the increase in fares discourages people from using taxis, the decrease in trade will disproportionately impact on this group. However, this does not raise any specific equalities concerns as this reflects the nature of the industry as a whole.
<b>Pregnancy or maternity</b> - including expectant or new parents i.e. pregnancy and maternity	NO	NO		

<p><b>Marriage and civil partnership</b> – including same sex couples</p>	<p>NO</p>	<p>NO</p>		
<p><b>Race</b> - People who are black or from a minority ethnic background (BME)</p>	<p>NO</p>	<p>NO</p>		<p>Anecdotal evidence from taxi drivers suggests that a high proportion of drivers in Forest Heath are from Asian backgrounds. The possibility of the increase in fares deterring people customers from using taxis in this area will therefore impact this group, however the specific policy will not disproportionately affect this group.</p>
<p><b>Religion</b> - People with a religion or belief (or who choose not to have a religion or belief)</p>	<p>NO</p>	<p>NO</p>		

<b>Sexual Orientation</b> - People who are lesbian, gay or bisexual (LGB) or in a Civil Partnership	NO	NO		
<b>Gender Reassignment</b> - People who are transitioning from one gender to another	NO	NO		
<i>Families and those with parenting or caring responsibilities (The Families Test)</i>	NO	NO		
<i>Individuals on low income</i>	YES	NO		Customers across West Suffolk will experience an average 3.3% increase in fares in certain circumstances. This increase could disproportionately affect those on a lower income. However this increase is in line with inflation (as indicated by the increase in CPI) and rising fuel costs, in order to ensure income is

				sustainable for the taxi trade.
<i>Those suffering rural isolation</i>	YES	NO		West Suffolk is classified as predominantly rural therefore a lack of transport options and sparsity of the area if not living one of the towns may mean this group are more reliant on taxis. The increase in some fares may put this group off using taxis in future.
<i>Those who do not have English as a first language</i>	NO	NO		

**Action Plan**

Equality group/ characteristic	Action/milestone	Responsibility (Project manager or partner organisation)	Achievement date	Monitoring arrangements
All groups	<p>Demand and capacity survey* to establish waiting times and measure supply and demand. This will also include interviews with taxi customers for their views on the service as a customer, including hackney carriage fares.</p> <p>*formally known as an 'unmet demand survey' but is not confined to use when there is an unmet demand</p>			
All groups	The agreement on fares will be subject to a 2 week public consultation period. The Licensing and Regulatory Committees would meet again in January in the event of any objections to consider amendments.			

**Sign off section**

This Screening Level EqIA was completed by:

**Name**

**Job Title**

**Signature**

**Date 16/11/18**

**On completion, please submit this document with the policy or proposal. Guidance and advice on draft and final versions can be obtained from:**

**Tanya Sturman, Corporate Policy Team**

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