

TFR1

From: [Taxilicensing](#)
Sent: 30 January 2024 09:27
To: [Malcolm Campbell](#)
Subject: TFR1 - Re: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Mr Campbell,

Further to your email comment below in respect of the proposed Fees increase for Hackney Carriage and Private Hire Licensing 2024/ 2025, do you have anything substantial to add for the Committee to consider? If so, you need to ensure to respond by the end of the consultation period i.e midnight 07/02/2024.

Regards

Chichester District Council Licensing Team



From: Malcolm Campbell [REDACTED]
Sent: 11 January 2024 2:54 PM
To: Taxilicensing <Taxilicensing@chichester.gov.uk>
Subject: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
This Message originated outside your organization.

Way to go kill the taxi business in chichester even more, New drivers hard to get as it is.

But never mind regardless of any constellation period you will probably put them up anyway.

On Thu, 11 Jan 2024, 14:34 Taxilicensing, <Taxilicensing@chichester.gov.uk> wrote:

Dear Licence holder,

Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

All fees and charges in relation to hackney carriage and private hire licensing matters are determined and set by the local Licensing Authority.

During 2016 an extensive and thorough review of the local licensing processes in place at that time was conducted, and the financial cost of providing the service identified. A revised set of fees/ charges was subsequently determined, widely consulted upon with stakeholders, and adopted by the Licensing Authority in 2016, now having remained unchanged for nearly 8 years.

Since adoption of the current fees/ charges in 2016, this Licensing Authority has sought continually to make its licensing processes as efficient as possible to keep the cost to licence holders to an absolute minimum. However, over the past 8 years significant changes to its Policy, practices, and procedures have occurred as the result of statutory guidance issued by the Department for Transport during 2020 ([Statutory taxi and](#)

[private hire vehicle standards - GOV.UK \(www.gov.uk\)](#), together with other statutory changes introduced by HM Government to the overall licensing framework. Now, Licensing Authorities must have regard to such statutory guidance, such as now being required to undertake 6-monthly Enhanced Criminal Conviction checks of every licensed driver, along with tax checks ([Finance Act 2021 \(legislation.gov.uk\)](#)) being required before an Application may even be considered, as well as *checks of the National Register of Taxi and Private Hire Licence Refusals, Revocations and Suspensions (NR3S)* ([Taxis and Private Hire Vehicles \(Safeguarding and Road Safety\) Act 2022 \(legislation.gov.uk\)](#)). *The overriding objective of these changes is the safeguarding of passengers, together with road safety.* Additional to these statutory pressures, as throughout the country, the Licensing Authority is not immune to inflation when providing goods and services, and this has been felt particularly in recent years. Currently the income from fees and charges does not cover the full cost of providing the hackney carriage and private hire Licensing service, and therefore it is now necessary and appropriate for the associated fees and charges to be increased to reflect the true costs, and that they are fully recovered each year from its service users. It remains the case that fees and charges generated through the provision of this service may not be used to fund other Council services. To calculate the proposed fees/ charges, those agreed in 2016 were increased by the Council's inflationary policy for each financial year since, but not implemented previously due to the COVID pandemic and the Council's wish to support businesses while they recovered from it. The table below shows the rate of inflation applied to each year. The rates have been set by the Council within its fees and charges policy and follow the rate of inflation published by the Office of National Statistics (ONS) each September. You will note that the significant inflationary pressure has arisen in the current and previous financial year, but this is expected to continue into the next financial year:

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Attached are the proposed increased fees/ charges to be implemented from 1st April 2024. Note that whilst the Licensing Authority is proposing to increase its fees and charges, its Policy remains unchanged regarding refunds for certain licences surrendered during the period of the licence [Paragraph 45 of the current Policy ([Hackney carriage and private hire policy - Chichester District Council](#))].

It is necessary to consult with existing licence holders and a copy of the existing and proposed fees/ charges is attached and we are now engaged in a 28 day consultation period. **The closing date for all comments is midnight on 7 February 2024.** Should you wish to submit a comment, please email it to taxilicensing@chichester.gov.uk and ensure that the subject line of the email includes 'Taxi Fees Consultation Response'.

At the close of the consultation period, all responses will be carefully considered, and if necessary presented to the General Licensing Committee for their consideration ahead of the proposed revised fees/ charges coming into effect on 1st April 2024.

Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council



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TFR2

From: [Steve](#)
Sent: 30 January 2024 12:32
To: [Taxilicensing](#)
Subject: [EXTERNAL] Re: TFR2 - Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

This Message originated outside your organization.

Hello David

I have decided not to replat My Taxi in Chichester.

Reasons.

Having to MOT twice a Year.

Cost of Renewal.

Rank Pass that's a joke half don't have one.

Taxi Drivers some are still over charging.

Price difference between Taxi rate and Private Hire rate .(private hire charge what They want).

The age restriction here is Chichester.

To much trouble on the rank at night with No Police back up.

Lack of Ranks.

Lack of seeing anyone checking fitness from CDC .

There are. Few other reasons but this gives You a breakdown.

Kind Regards

Steve Jull

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From: Taxilicensing <Taxilicensing@chichester.gov.uk>

Sent: Tuesday, January 30, 2024 11:17:25 AM

To: Steve [REDACTED]

Subject: Re: TFR2 - Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Mr Jull,

Please see my earlier email sent to you on 11th January 2024; the attachment shows the proposed fees increase for licences and an explanation for these.

David Knowles-Ley

Licensing Manager
Licensing Team
Chichester District Council



From: Steve [REDACTED]
Sent: 30 January 2024 9:47 AM
To: Taxilicensing <Taxilicensing@chichester.gov.uk>
Subject: [EXTERNAL] Re: TFR2 - Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
This Message originated outside your organization.

Dear Sir/Madam.

Why do We not have a Name at the end of Your email to correspond to.

May I ask what will be the new charges and why.

Kind regards
Steve Jull

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From: Taxilicensing <Taxilicensing@chichester.gov.uk>
Sent: Tuesday, January 30, 2024 9:25:00 AM
To: Steve [REDACTED]
Subject: TFR2 - Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
Dear Mr Jull,

Further to your email comment below in respect of the proposed Fees increase for Hackney Carriage and Private Hire Licensing 2024/ 2025, do you have anything substantial to add for the Committee to consider? If so, you need to ensure to respond by the end of the consultation period i.e midnight 07/02/2024.

Regards

Chichester District Council Licensing Team



From: Steve [REDACTED]
Sent: 11 January 2024 3:29 PM
To: Taxilicensing <Taxilicensing@chichester.gov.uk>
Subject: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
This Message originated outside your organization.

Thankyou for update.

But I don't think it warrants another pay increase .

Kind Regards
Steve Jull

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From: Taxilicensing <Taxilicensing@chichester.gov.uk>
Sent: Thursday, January 11, 2024 2:29:57 PM
Subject: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Licence holder,

Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

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Currently the income from fees and charges does not cover the full cost of providing the hackney carriage and private hire Licensing service, and therefore it is now necessary and appropriate for the associated fees and charges to be increased to reflect the true costs, and that they are fully recovered each year from its service users. It remains the case that fees and charges generated through the provision of this service may not be used to fund other Council services. To calculate the proposed fees/ charges, those agreed in 2016 were increased by the Council's inflationary policy for each financial year since, but not implemented previously due to the COVID pandemic and the Council's wish to support businesses while they recovered from it. The table below shows the rate of

inflation applied to each year. The rates have been set by the Council within its fees and charges policy and follow the rate of inflation published by the Office of National Statistics (ONS) each September. You will note that the significant inflationary pressure has arisen in the current and previous financial year, but this is expected to continue into the next financial year:

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It is necessary to consult with existing licence holders and a copy of the existing and proposed fees/ charges is attached and we are now engaged in a 28 day consultation period. **The closing date for all comments is midnight on 7 February 2024.** Should you wish to submit a comment, please email it to taxilicensing@chichester.gov.uk and ensure that the subject line of the email includes 'Taxi Fees Consultation Response'.

At the close of the consultation period, all responses will be carefully considered, and if necessary presented to the General Licensing Committee for their consideration ahead of the proposed revised fees/ charges coming into effect on 1st April 2024.

Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council



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contact@chichester.gov.uk

TFR3

From: [Leonardo Paolini](#)
Sent: 11 January 2024 16:08
To: [Taxilicensing](#)
Subject: [EXTERNAL] Taxi fees consulta on Response

Follow Up Flag: Flag for follow up
Flag Status: Flagged

This Message originated outside your organization.

To The Taxi Licencing commettee,

I hope this message finds you well. I am writing to express my concerns about the recently proposed increase in taxi fees within the district. While I understand the need for funding various services and improvements, I find the proposed fee hike to be quite substantial, and it adds an additional burden to the already high cost of living.

I am deeply concerned about the potential impact this increase may have on the community. Taxis play a vital role in providing accessible transportation for many residents, especially those who may not have alternative means of travel. An excessive fee hike could disproportionately affect vulnerable populations, including the elderly and individuals with limited mobility.

I kindly request that the council reconsider the magnitude of the proposed increase and explore alternative solutions to address the financial needs of the district. It would be greatly appreciated if the council could provide more information on the factors that have led to this proposal and the specific areas where the increased revenue would be allocated.

Moreover, I encourage the council to engage with the community and seek input from residents before finalizing any decisions related to the proposed taxi fee increase. Transparency and collaboration will foster a better understanding of the situation and allow for constructive dialogue between the council and the residents it serves.

Thank you for your attention to this matter. I believe that, by working together, we can find a solution that meets the needs of the community without placing undue financial strain on its residents.

Kind regards,

Leonardo Paolini

Leonardo

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TFR4

From: [Taxilicensing](#)
Sent: 30 January 2024 09:30
To: [REDACTED]
Subject: TFR4 - Re: [EXTERNAL] How much is the taxi licence going up by?. Mr R King

Dear Mr King,

Further to your email comment below in respect of the proposed Fees increase for Hackney Carriage and Private Hire Licensing 2024/ 2025, do you have anything substantial to add for the Committee to consider? If so, you need to ensure to respond by the end of the consultation period i.e midnight 07/02/2024.

Regards

Chichester District Council Licensing Team



From: [REDACTED]
Sent: 11 January 2024 4:20 PM
To: Taxilicensing <Taxilicensing@chichester.gov.uk>
Subject: [EXTERNAL] How much is the taxi licence going up by?. Mr R King

This Message originated outside your organization.

Sent from my Galaxy

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TFR5

From: [Taxilicensing](#)
Sent: 30 January 2024 09:31
To: [David Evans](#)
Subject: TFR5 - Re: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Mr Evans,

Further to your email comment below in respect of the proposed Fees increase for Hackney Carriage and Private Hire Licensing 2024/ 2025, do you have anything substantial to add for the Committee to consider? If so, you need to ensure to respond by the end of the consultation period i.e midnight 07/02/2024.

Regards

Chichester District Council Licensing Team



From: David Evans [REDACTED]
Sent: 11 January 2024 7:02 PM
To: Taxilicensing <Taxilicensing@chichester.gov.uk>
Subject: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
This Message originated outside your organization.

Amazing percentage increase

On Thu, 11 Jan 2024, 14:27 Taxilicensing, <Taxilicensing@chichester.gov.uk> wrote:

Dear Licence holder,
Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
All fees and charges in relation to hackney carriage and private hire licensing matters are determined and set by the local Licensing Authority.
During 2016 an extensive and thorough review of the local licensing processes in place at that time was conducted, and the financial cost of providing the service identified. A revised set of fees/ charges was subsequently determined, widely consulted upon with stakeholders, and adopted by the Licensing Authority in 2016, now having remained unchanged for nearly 8 years.
Since adoption of the current fees/ charges in 2016, this Licensing Authority has sought continually to make its licensing processes as efficient as possible to keep the cost to licence holders to an absolute minimum. However, over the past 8 years significant changes to its Policy, practices, and procedures have occurred as the result of statutory guidance issued by the Department for Transport during 2020 ([Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/statutory-taxi-and-private-hire-vehicle-standards)), together with other statutory changes introduced by HM Government to the overall licensing framework.

Now, Licensing Authorities must have regard to such statutory guidance, such as now being required to undertake 6-monthly Enhanced Criminal Conviction checks of every licensed driver, along with tax checks ([Finance Act 2021 \(legislation.gov.uk\)](#)) being required before an Application may even be considered, as well as *checks of the National Register of Taxi and Private Hire Licence Refusals, Revocations and Suspensions (NR3S)* ([Taxis and Private Hire Vehicles \(Safeguarding and Road Safety\) Act 2022 \(legislation.gov.uk\)](#)). *The overriding objective of these changes is the safeguarding of passengers, together with road safety.* Additional to these statutory pressures, as throughout the country, the Licensing Authority is not immune to inflation when providing goods and services, and this has been felt particularly in recent years. Currently the income from fees and charges does not cover the full cost of providing the hackney carriage and private hire Licensing service, and therefore it is now necessary and appropriate for the associated fees and charges to be increased to reflect the true costs, and that they are fully recovered each year from its service users. It remains the case that fees and charges generated through the provision of this service may not be used to fund other Council services. To calculate the proposed fees/ charges, those agreed in 2016 were increased by the Council's inflationary policy for each financial year since, but not implemented previously due to the COVID pandemic and the Council's wish to support businesses while they recovered from it. The table below shows the rate of inflation applied to each year. The rates have been set by the Council within its fees and charges policy and follow the rate of inflation published by the Office of National Statistics (ONS) each September. You will note that the significant inflationary pressure has arisen in the current and previous financial year, but this is expected to continue into the next financial year:

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It is necessary to consult with existing licence holders and a copy of the existing and proposed fees/ charges is attached and we are now engaged in a 28 day consultation period. **The closing date for all comments is midnight on 7 February 2024.** Should you wish to submit a comment, please email it to taxilicensing@chichester.gov.uk and ensure that the subject line of the email includes 'Taxi Fees Consultation Response'.

At the close of the consultation period, all responses will be carefully considered, and if necessary presented to the General Licensing Committee for their consideration ahead of the proposed revised fees/ charges coming into effect on 1st April 2024.

Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council



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TFR6-1

From: [ProDrive Travel](#)
Sent: 12 January 2024 09:03
To: [Taxilicensing](#)
Cc: [Doug Millen](#)
Subject: [EXTERNAL] 'Taxi Fees Consultation Response'

Follow Up Flag: Flag for follow up
Flag Status: Flagged

This Message originated outside your organization.

The proposed fee increase would be the potential burden on individual license holders, especially those who may have faced challenges during the COVID-19 pandemic. The Council's initial decision to postpone fee adjustments during the pandemic demonstrates a recognition of the economic difficulties faced by businesses. Implementing significant fee hikes now might pose financial challenges for license holders who are still recovering from the pandemic's impact on their livelihoods. Business only returned in Spring of 2022 with relaxation of travel restrictions globally.

Another consideration is the potential impact on affordability and accessibility of taxi and private hire services for the general public. If fees increase substantially, it will lead to an increase in fares passed on to passengers. This could negatively affect individuals who rely on these services, particularly those with limited financial means, including councils. Striking a balance between covering costs and ensuring the continued accessibility of these transportation options is crucial for the well-being of both service providers and users.

We would have concerns about the potential negative impact on competition in the local transportation market. If the increased fees disproportionately affect smaller operators or new entrants, it may create barriers to entry and hinder healthy competition. A careful consideration of how the fee adjustments might impact businesses of different sizes and durations is crucial to maintaining a diverse and competitive market in the hackney carriage and private hire sector.

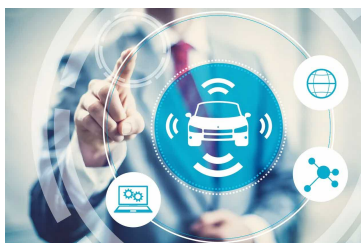
Additionally, the proposal to increase fees should prompt a thorough examination of the efficiency and effectiveness of the licensing processes. Rather than solely relying on fee increases to cover costs, exploring ways to streamline operations, enhance productivity, and cut unnecessary expenses could be an alternative approach. This could help maintain a fair balance between financial sustainability and minimizing the financial burden on license holders.

There is a lack of clarity regarding how the increased fees will directly contribute to improvements in service quality or additional benefits for license holders. Without a clear link between the fee increase and specific enhancements in the licensing service, license holders may question the necessity and fairness of the proposed adjustments. Providing transparency on how the additional revenue will be utilized to enhance the services could address concerns and build support for the proposed fee changes.

Kind Regards

Doug Millen

Director
ProDrive Travel Ltd



From: Taxilicensing <Taxilicensing@chichester.gov.uk>
Sent: Thursday, January 11, 2024 2:26:04 PM
Subject: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Licence holder,

Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

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Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council



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TFR6-2 (duplicate of TFR6-1)

From: [REDACTED]
Sent: 12 January 2024 09:05
To: [Taxilicensing](#)
Subject: [EXTERNAL] Taxi Fees Consultation Response'

Follow Up Flag: Flag for follow up
Flag Status: Flagged

This Message originated outside your organization.

Subject: 'Taxi Fees Consultation Response'

The proposed fee increase would be the potential burden on individual license holders, especially those who may have faced challenges during the COVID-19 pandemic. The Council's initial decision to postpone fee adjustments during the pandemic demonstrates a recognition of the economic difficulties faced by businesses. Implementing significant fee hikes now might pose financial challenges for license holders who are still recovering from the pandemic's impact on their livelihoods. Business only returned in Spring of 2022 with relaxation of travel restrictions globally.

Another consideration is the potential impact on affordability and accessibility of taxi and private hire services for the general public. If fees increase substantially, it will lead to an increase in fares passed on to passengers. This could negatively affect individuals who rely on these services, particularly those with limited financial means, including councils. Striking a balance between covering costs and ensuring the continued accessibility of these transportation options is crucial for the well-being of both service providers and users.

We would have concerns about the potential negative impact on competition in the local transportation market. If the increased fees disproportionately affect smaller operators or new entrants, it may create barriers to entry and hinder healthy competition. A careful consideration of how the fee adjustments might impact businesses of different sizes and durations is crucial to maintaining a diverse and competitive market in the hackney carriage and private hire sector. Additionally, the proposal to increase fees should prompt a thorough examination of the efficiency and effectiveness of the licensing processes. Rather than solely relying on fee increases to cover costs, exploring ways to streamline operations, enhance productivity, and cut unnecessary expenses could be an alternative approach. This could help maintain a fair balance between financial sustainability and minimizing the financial burden on license holders.

There is a lack of clarity regarding how the increased fees will directly contribute to improvements in service quality or additional benefits for license holders. Without a clear link between the fee increase and specific enhancements in the licensing service, license holders may question the necessity and fairness of the proposed adjustments. Providing transparency on how the additional revenue will be utilized to enhance the services could address concerns and build support for the proposed fee changes.

Kind Regards

Doug Millen

Director

ProDrive Travel Ltd

www.prodrivetravel.co.uk



size=2 width="98%" align=center>

From: Taxilicensing <Taxilicensing@chichester.gov.uk>

Sent: Thursday, January 11, 2024 2:26:04 PM

Subject: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Licence holder,

Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

All fees and charges in relation to hackney carriage and private hire licensing matters are determined and set by the local Licensing Authority.

During 2016 an extensive and thorough review of the local licensing processes in place at that time was conducted, and the financial cost of providing the service identified. A revised set of fees/ charges was subsequently determined, widely consulted upon with stakeholders, and adopted by the Licensing Authority in 2016, now having remained unchanged for nearly 8 years.

Since adoption of the current fees/ charges in 2016, this Licensing Authority has sought continually to make its licensing processes as efficient as possible to keep the cost to licence holders to an absolute minimum. However, over the past 8 years significant changes to its Policy, practices, and procedures have occurred as the result of statutory guidance issued by the Department for Transport during 2020 ([Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](http://www.gov.uk)), together with other statutory changes introduced by HM Government to the overall licensing framework.

Now, Licensing Authorities must have regard to such statutory guidance, such as now being required to undertake 6-monthly Enhanced Criminal Conviction checks of every licensed driver, along with tax checks ([Finance Act 2021 \(legislation.gov.uk\)](http://legislation.gov.uk)) being required before an Application may even be considered, as well as *checks of the National Register of Taxi and Private Hire Licence Refusals, Revocations and Suspensions (NR3S) (Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022 (legislation.gov.uk))*. *The overriding objective of these changes is the safeguarding of passengers, together with road safety.* Additional to these statutory pressures, as throughout the country, the Licensing Authority is not immune to inflation when providing goods and services, and this has been felt particularly in recent years.

Currently the income from fees and charges does not cover the full cost of providing the hackney carriage and private hire Licensing service, and therefore it is now necessary and appropriate for the associated fees and charges to be increased to reflect the true costs, and that they are fully recovered each year from its service users. It remains the case that fees and charges generated through the provision of this service may not be used to fund other Council services. To calculate the proposed fees/ charges, those agreed in 2016 were increased by the Council's inflationary policy for each financial year since, but not implemented previously due to the COVID pandemic and the Council's wish to support businesses while they recovered from it. The table below shows the rate of inflation applied to each year. The rates have been set by the Council within its fees and charges policy and follow the rate of inflation published by the Office of National Statistics (ONS) each September. You will note that the significant inflationary pressure has arisen in the current and previous financial year, but this is expected to continue into the next financial year:

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%	%	%	%	%	%	%	%	%
1.00	1.00	3.00	3.00	3.00	2.00	4.00	10.10	6.70

Attached are the proposed increased fees/ charges to be implemented from 1st April 2024. Note that whilst the Licensing Authority is proposing to increase its fees and charges, its Policy remains unchanged regarding refunds for certain licences surrendered during the period of the licence [Paragraph 45 of the current Policy ([Hackney carriage and private hire policy - Chichester District Council](#))].

It is necessary to consult with existing licence holders and a copy of the existing and proposed fees/ charges is attached and we are now engaged in a 28 day consultation period. **The closing date for all comments is midnight on 7 February 2024.** Should you wish to submit a comment, please email it to taxilicensing@chichester.gov.uk and ensure that the subject line of the email includes 'Taxi Fees Consultation Response'.

At the close of the consultation period, all responses will be carefully considered, and if necessary presented to the General Licensing Committee for their consideration ahead of the proposed revised fees/ charges coming into effect on 1st April 2024.

Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council



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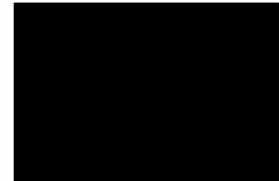
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contact@chichester.gov.uk

TFR7



January 2024

Dear Mr Knowles-Ley

I write with reference to your email dated 11th January 2024 where you stated, from 1st April 2024, you are planning to increase fees for licensed drivers by Chichester District Council by 37%.

I find this totally unacceptable and wrong especially as we are in a cost of living crisis as I, along with other drivers, are already having trouble making ends meet.

If this increase is approved I would struggle to meet these additional costs and may well have to look for employment elsewhere outside the taxi sector.

Whilst working for Starline Sussex Limited I have seen for myself how difficult it already is to secure drivers and many customers tell me they are already struggling to get a taxi.

It is not my fault you haven't increased fees since 2016. If you had increased them year upon year on the figures in your table this would have been more manageable for drivers.

I therefore hope you will reconsider a 37% increase and look at a more realistic figure, for example, the current rate of inflation.

Regards
Martin Golds

TFR8

From: [Debbie](#)
Sent: 31 January 2024 08:17
To: [Taxilicensing](#)
Subject: [EXTERNAL] Taxi Fees Consultation Response

Importance: High

This Message originated outside your organization.

Dear Mr Knowles-Ley

We write with reference to your email dated 11th January 2024 in relation to the proposed increase of fees for Hackney Carriage and Private Hire Licensing.

We are horrified to note that you intend to increase all fees by around 37% and would formally like to register our objection to this proposal.

As you are aware Starline Sussex Limited are the largest provider of private hire vehicles in Chichester. We not only provide a service to the residents, many of whom are vulnerable, but have long term contracts with local hospitals, schools, Goodwood estate, Rolls Royce and ITV Racing.

Your document states that you have chosen not to increase fees since 2016 and you argue that this is because of the COVID pandemic and your wish to support businesses whilst we recovered from it. You further go on to state that the current income from fees does not cover the full cost of providing the licensing service. By your own admission you could have increased, since 2016, the fees, by inflation year by year. The LGA guidance on locally set fees states 'annual reviews allow for the fine tuning of fees and allow Councils to avoid a surplus/deficit in future years' based on this we would like to ask 2 questions:

a) would it not have been fairer and more manageable for operators and drivers to have had a small increase year upon year and in turn ensure that the taxi licensing service became self-funding?

b) what is your reasoning for not implementing small increases from 2016 to 2020 (start of pandemic)?

As you are aware we are in a cost of living crisis and with many drivers already struggling we fear a 37% increase will encourage them to look for employment outside the industry or look to work with another licensing authority where the costs are far lower.

We are sure you have noted there is a nationwide shortage of taxi drivers and Chichester is no exception. We are already experiencing difficulties in recruiting new drivers, despite offering incentives, which has already resulted in us having to say to customers we cannot take their booking. At our meeting in September 2023 we shared an email from Mr N Thomas from West Sussex County Council who stated how the shortage of taxi drivers in the area is affecting the 'school run' service they provide and how it is impacting his budget. As you are aware we have contracts for 'school runs' and fear if we lose or cannot recruit new drivers we will be unable to fulfil these contracts.

Reading the trade press we have seen that some Councils are looking at new initiatives to encourage new drivers into the industry our question here:

a) do Chichester District Council agree that a 37% increase will deter not encourage new drivers applying to work in Chichester?

All in all we believe that this increase will result in less drivers being available thus meaning the residents and our long term contract clients will suffer.

We accept you need to ensure taxi licensing is self funding and that to achieve this you need to increase fees by 37%, however, have you not thought of alternative approach to implementing this increase? Have you thought of a phased approach, for example, 10% in 2024, 10% in 2025 and so forth?

We would now like to move on to the service we receive from Chichester District Council. Over the past 12 months there has been much correspondence and a meeting between us and it is no secret we have been disappointed with the level of service we currently receive for some time and do not believe the current fees and service provide value for money. The LGO guidance states "a streamlined approach to licensing will ensure fees are kept to a minimum and business can be encouraged to prosper" and "to ensure that Councils promote growth and protect the public there is a need to ensure regimes are adequately resourced". We are so concerned that our consultant is currently preparing our submission to the Local Ombudsman so that our concerns can be fully investigated. If this huge increase is implemented we shall be asking her to include this issue in our submission. That said our questions here are:

- a) have you undertaken a review of the service to ensure you are providing value for money?
 - b) have you looked at alternate ways, for example, outsourcing to ensure the service provided is not only efficient and effective but value for money?
 - c) if this 37% increase is adopted, based on your current procedures, what level of service can we expect?
 - d) based on your current procedures will we be able to get a guaranteed knowledge test quicker?
 - e) based on your current procedures will licence applications be turned around more promptly?
- Finally, we note you plan to take your proposals to the General Licensing Committee for consideration/approval. We ask if this meeting is open to the public and if so if you can advise us of the details so we can send a representative.

Regards


Starline Sussex Limited

9 Market Road

Chichester

West Sussex

PO19 1JW



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TFR9

From: [Taxilicensing](#)
Sent: 05 February 2024 10:22
To: [Amr Soliman](#)
Subject: Re: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

Dear Mr Soliman,

Further to your email comment below in respect of the proposed Fees increase for Hackney Carriage and Private Hire Licensing 2024/ 2025, do you have anything substantial to add for the Committee to consider? If so, you need to ensure to respond by the end of the consultation period i.e midnight 07/02/2024.

Regards

Chichester District Council Licensing Team



From: Amr Soliman [REDACTED]
Sent: 02 February 2024 7:00 PM
To: Taxilicensing <Taxilicensing@chichester.gov.uk>
Subject: [EXTERNAL] Re: Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

This Message originated outside your organization.

The increase in the fees is quite high to be a reasonable increase.

Regards.

Amr Soliman

On Thu, 11 Jan 2024 at 2:27 pm, Taxilicensing <Taxilicensing@chichester.gov.uk> wrote:

Dear Licence holder,
Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025
All fees and charges in relation to hackney carriage and private hire licensing matters are determined and set by the local Licensing Authority.
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Since adoption of the current fees/ charges in 2016, this Licensing Authority has sought continually to make its licensing processes as efficient as possible to keep the cost to licence holders to an absolute minimum. However, over the past 8 years significant changes to its Policy, practices, and procedures have occurred as the result of statutory guidance issued by the Department for Transport during 2020 ([Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](#)), together with other statutory changes introduced by HM Government to the overall licensing framework. Now, Licensing Authorities must have regard to such statutory guidance, such as now being required to undertake 6-monthly Enhanced Criminal Conviction checks of every licensed driver, along with tax checks ([Finance Act 2021 \(legislation.gov.uk\)](#)) being required before an Application may even be considered, as well as *checks of the National Register of Taxi and Private Hire Licence Refusals, Revocations and Suspensions (NR3S)* ([Taxis and Private Hire Vehicles \(Safeguarding and Road Safety\) Act 2022 \(legislation.gov.uk\)](#)). *The overriding objective of these changes is the safeguarding of passengers, together with road safety.* Additional to these statutory pressures, as throughout the country, the Licensing Authority is not immune to inflation when providing goods and services, and this has been felt particularly in recent years. Currently the income from fees and charges does not cover the full cost of providing the hackney carriage and private hire Licensing service, and therefore it is now necessary and appropriate for the associated fees and charges to be increased to reflect the true costs, and that they are fully recovered each year from its service users. It remains the case that fees and charges generated through the provision of this service may not be used to fund other Council services. To calculate the proposed fees/ charges, those agreed in 2016 were increased by the Council's inflationary policy for each financial year since, but not implemented previously due to the COVID pandemic and the Council's wish to support businesses while they recovered from it. The table below shows the rate of inflation applied to each year. The rates have been set by the Council within its fees and charges policy and follow the rate of inflation published by the Office of National Statistics (ONS) each September. You will note that the significant inflationary pressure has arisen in the current and previous financial year, but this is expected to continue into the next financial year:

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Attached are the proposed increased fees/ charges to be implemented from 1st April 2024. Note that whilst the Licensing Authority is proposing to increase its fees and charges, its Policy remains unchanged regarding refunds for certain licences surrendered during the period of the licence [Paragraph 45 of the current Policy ([Hackney carriage and private hire policy - Chichester District Council](#))].

It is necessary to consult with existing licence holders and a copy of the existing and proposed fees/ charges is attached and we are now engaged in a 28 day consultation period. **The closing date for all comments is midnight on 7 February 2024.** Should you wish to submit a comment, please email it to taxilicensing@chichester.gov.uk and ensure that the subject line of the email includes 'Taxi Fees Consultation Response'.

At the close of the consultation period, all responses will be carefully considered, and if necessary presented to the General Licensing Committee for their consideration ahead of the proposed revised fees/ charges coming into effect on 1st April 2024.

Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council



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TFR10

From: Michael Maccar [REDACTED]
Sent: 06 February 2024 17:12
To: Taxilicensing
Subject: [EXTERNAL] Taxi Fees Consultation Response

This Message originated outside your organization.

Thank you for providing information on the proposed fees and charges for Hackney Carriage and Private Hire Licensing for 2024/2025.

I have reviewed the attached documents detailing the proposed changes.
As a current license holder, I appreciate being included in this consultation process.

While I understand the need for fee adjustments, I urge the council to consider enhancing service quality as a justification for the proposed increase. Firstly, the process for license renewal and document collection/delivery could be streamlined to reduce the need for frequent visits to the council offices, thereby saving time and resources for both license holders and council staff. Additionally, I would appreciate a review of the licensing requirements, particularly regarding the two MOT inspections a year. While safety is paramount, I believe that having only one MOT inspection plus two fitness tests a year does not compromise vehicle safety, especially since the maximum vehicle age has been reduced to 10 years.

I would also like to confirm that the above suggestions have already been implemented in some neighboring councils and are functioning effectively. Importantly, none of these measures compromise safety in any way.

Kind Regards,

Michael Maccar

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TFR11

From: [Rogate Cars](#)
Sent: 07 February 2024 00:20
To: [Taxilicensing](#)
Subject: [EXTERNAL] Re: Consulta on - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

This Message originated outside your organization.

Good Evening / Morning

Please find my response to your email for consulta on.

I totally rejected your proposal to increase the Licencing fees by over 30 percent. If we had a service by your team that worked and didn't have a year to wait to get new drivers through their first test of the knowledge etc.

We as a company cant meet our work commitments and we loose revenue on a daily basis to being understaff and then you want us to pay more for a defunct service you are not being in the real world.

I appreciate you are understaffed at the department but in my opinion.....

You are chasing too many crazy ideas and not concentra ng on running of the day to day Licencing issues and crea ng more problems for yourselves which you don't have the staff to deal with.

Again nothing personal but take a commercial look at how you run the business and stop concentra ng on making new policies (for which other LA s don't) for which you don't have the infrastructure to carrier it through nor the  me which in turn reflects on us operators.

Regarding the Garage Mot and fitness it has come to light again that there is not the staff to carry out all the licensed vehicles due to us (operators) having to wait extended periods to get a  me slot, why will you not do what other LA s do and have a list of designated MOT garages is it you want to keep funding in house at the expense of us operators ?

Apologies its not personal or nega ve its construc ve view from us operators

Best Regards Kevin Farren

Director of Rogate & Midhurst Cars

On 11 Jan 2024, at 14:29, Taxilicensing <Taxilicensing@chichester.gov.uk> wrote:

Dear Licence holder,

Consultation - Chichester District Council - Proposed fees/ charges for Hackney Carriage and Private Hire Licensing 2024/ 2025

All fees and charges in relation to hackney carriage and private hire licensing matters are determined and set by the local Licensing Authority.

During 2016 an extensive and thorough review of the local licensing processes in place at that time was conducted, and the financial cost of providing the service identified. A revised set of fees/ charges was subsequently determined, widely consulted upon with stakeholders, and adopted by the Licensing Authority in 2016, now having remained unchanged for nearly 8 years.

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Currently the income from fees and charges does not cover the full cost of providing the hackney carriage and private hire Licensing service, and therefore it is now necessary and appropriate for the associated fees and charges to be increased to reflect the true costs, and that they are fully recovered each year from its service users. It remains the case that fees and charges generated through the provision of this service may not be used to fund other Council services. To calculate the proposed fees/ charges, those agreed in 2016 were increased by the Council's inflationary policy for each financial year since, but not implemented previously due to the COVID pandemic and the Council's wish to support businesses while they recovered from it. The table below shows the rate of inflation applied to each year. The rates have been set by the Council within its fees and charges policy and follow the rate of inflation published by the Office of National Statistics (ONS) each September. You will note that the significant inflationary pressure has arisen in the current and previous financial year, but this is expected to continue into the next financial year:

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1.00	1.00	3.00	3.00	3.00	2.00	4.00	10.10	6.70

Attached are the proposed increased fees/ charges to be implemented from 1st April 2024. Note that whilst the Licensing Authority is proposing to increase its fees and charges, its Policy remains unchanged regarding refunds for certain licences surrendered during the period of the licence [Paragraph 45 of the current Policy ([Hackney carriage and private hire policy - Chichester District Council](#))].

It is necessary to consult with existing licence holders and a copy of the existing and proposed fees/ charges is attached and we are now engaged in a 28 day consultation period. **The closing date for all comments is midnight on 7 February 2024.** Should you wish to submit a comment, please email it to taxilicensing@chichester.gov.uk and ensure that the subject line of the email includes 'Taxi Fees Consultation Response'.

At the close of the consultation period, all responses will be carefully

considered, and if necessary presented to the General Licensing Committee for their consideration ahead of the proposed revised fees/ charges coming into effect on 1st April 2024.

Yours faithfully,

David Knowles-Ley

Licensing Manager

Licensing Team

Chichester District Council

<image.png>

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contact@chichester.gov.uk <Proposed Fee Structure for 2024-2025.pdf>