

REPORT TO CABINET

Open		Would any decisions proposed :			
Any especially affected Wards	Mandatory/	Be entirely within Cabinet's powers to decide		NO	
	Discretionary /	Need to be recommendations to Council		YES	
	Operational	Is it a Key Decision		YES	
Lead Member: Cllr James Moriarty E-mail: cllr.james.moriarty@west-norfolk.gov.uk Assistant Director/Service Area: Legal, Governance & Licensing; Alexa Baker Email: alexa.baker@west-norfolk.gov.uk			Other Cabinet Members consulted: All Cabinet Members		
			Other Members consulted: All Councillors		
Lead Officers: Marie Malt (Licensing Service Manager) E-mail: marie.malt@west-norfolk.gov.uk Direct Dial: 01553 616786			Other Officers consulted: Craig Pease (Senior Licensing Officer) E-mail: craig.pease@west-norfolk.gov.uk Direct Dial: 01553 616332		
Financial Implications YES	Policy/ Personnel Implications NO	Statutory Implications YES	Equal Impact Assessment YES Full Assessment	Risk Management Implications NO	Environmental Considerations NO
If not for publication, the paragraph(s) of Schedule 12A of the 1972 Local Government Act considered to justify that is (are) paragraph(s)					

Date of meeting: 14th January 2025

REVIEW OF HACKNEY CARRIAGE & PRIVATE HIRE LICENSING FEE LEVELS

<p>Summary</p> <p>Members are requested to consider a revised table of Hackney Carriage and Private Hire licensing fee levels.</p> <p>Recommendation</p> <ol style="list-style-type: none"> 1. The Council approves the new fee structure for drivers of hackney carriages and private hire vehicles. 2. The Council approves the new fee structure for private hire operators. 3. The Council approves the new fee structure for vehicles and other sundry matters attached in the fee structure. <p>Reason for Decision</p> <p>The recommendation is put forward to ensure that the costs of delivering the taxi licensing service can be fully met directly from the relevant licence fees.</p>
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1 Background

- 1.1 The licensing of hackney carriages, private hire vehicles, their drivers, and operators aims to ensure that the travelling public in West Norfolk receive a safe and reliable service, free from illegal activities. The costs of administering and regulating this service can be

recovered through fees as outlined in legislation and case law. The legislation allows the Council to recoup all or part of the costs associated with providing the taxi licensing service, including administration, enforcement, and supervision. However, it does not allow the Council to profit from these fees and charges, ensuring that all income is dedicated solely to the taxi licensing service.

- 1.2 Managing and regulating hackney carriages, private hire vehicles, and their drivers and operators is a time-consuming and costly task. It is therefore legitimate for a local authority to recover as much of these costs as possible. Since those in the hackney carriage and private hire trade are running a business, it would be unjustifiable for a local authority to subsidise private enterprise by not recovering the full costs associated with its statutory duties.
- 1.3 There is no set timeframe for reviewing hackney carriage and private hire fee levels. The current fees and charges were last revised and approved by the Full Council on 26th November 2015, taking effect from 1st December 2015. Planned revisions in early 2020 were postponed due to the significant impact of the coronavirus pandemic on the licensed trade.
- 1.4 Until recently, compliance and enforcement costs could not be factored into the calculation of fees for driver licenses. However, the Court of Appeal's judgment in the case of R (app Rehman) v Wakefield City Council [2020] R.T.R. 11 (2019) determined that "administration" can include the costs of compliance and enforcement against licensed drivers. These principles already apply to the enforcement of vehicles and operators.
- 1.5 Over the past year, licensing officers have established new fee levels by assessing the time spent on each aspect of the specific licensing functions. The proposed fees have been calculated to ensure full cost recovery in compliance with legislation, case law and LGA fee setting guidance. A table comparing the proposed fees with the current levels, along with a detailed breakdown of the calculations for each type of licence are attached as Appendix 1.
- 1.6 On 6th September 2024, officers met with the Cabinet members for Finance and Licensing and the Chair of the Licensing and Appeals Board to explain how the calculations had been made and gain approval before consulting.
- 1.7 A benchmarking exercise has been carried out to offer Members a comparison of fees from both neighbouring licensing authorities and comparable authorities recognised by CIPFA. Where available, comparable data is presented in the graphs with average fee lines shown in Appendix 2.
- 1.8 Consultation has been carried out with all members of the licensed trade from 25th September 2024 through to 18th December 2024. Members of the licensed trade were also invited to attend meetings with officers and the Cabinet member for licensing to discuss the proposed changes. On Monday 18th November meetings were held with the licensed trade, officers and Cllr Moriarty. Officers have also met with members of the licensed trade to discuss the proposed changes, when requested to do so. Representations (and questions) received to the consultation are attached to this report as Appendix 3.
- 1.9 In accordance with section 70 of The Local Government (Miscellaneous Provisions) Act 1976, an advert was also placed in Your Local Paper on 25th September 2024.

2 Options Considered

The cost calculations are based on what it costs the Council to run the taxi licensing regime now. No deficits have been included in these calculations. However, given the financial implications and current economic climate, Council may decide to implement the new fee levels as a phased introduction over a specific time period. This would require the Council and local taxpayers to subsidise aspects of the Licensing Service for longer and would impact on the revision of fee levels in 3 years time. Alternatively, the Council could decide to increase Licensing fees and charges to full cost recovery at the earliest opportunity.

3 Policy Implications

Legislation requires fees to be agreed by Full Council in accordance with Regulation 2(6)(e) of the Local Authority (Functions and Responsibilities) (England) Regulations 2000 which states it must be a non-executive function.

4 Financial Implications

Failure to set fees to a level that ensures full cost recovery could result in a deficit of funds for services provided. Whilst it is both necessary and lawful to fully recover the costs of administering and enforcing the taxi licensing regime, members of the trade may choose to apply for licenses from neighbouring authorities with different regulation and lower licence fees.

5 Personnel Implications

None

6 Environmental Considerations

None

7 Statutory Considerations

Fees must be correctly calculated and agreed by Full Council, failure to do so could result in a legal challenge.

8 Equality Impact Assessment (EIA)

Pre screening and full EIA attached

9 Risk Management Implications

None

10 Declarations of Interest / Dispensations Granted

None

11 Background Papers

Local Government (Miscellaneous Provisions) Act 1976

Local Authority (Functions and Responsibilities) (England) Regulations 2000

LGA Guidance on locally set licence fees dated 14th December 2023.

<https://www.local.gov.uk/publications/lga-guidance-locally-set-licensing-fees>

Proposed Fees and Calculation Summaries

	Proposed New Fee			Existing Fee				
	Fee	One-Year Licence	Three-Year Licence	Five-Year Licence	Fee	One-Year Licence	Three-Year Licence	Five-Year Licence
Combined Driver								
Grant		£ 192.00	£ 382.00			£ 74.00	£ 125.00	
Renewal		£ 154.00	£ 347.00			£ 67.00	£ 118.00	
Hackney Carriage Saloon (Plates 1-52)								
Grant		£ 159.00				£ 124.00		
Renewal		£ 149.00				£ 109.00		
Temporary Replacement (max 3-months)		£ 79.50				£ 62.00		
Hackney Carriage WAV								
Grant		£ 191.00				£ 133.00		
Renewal		£ 149.00				£ 115.00		
Temporary Replacement (max 3-months)		£ 95.50				£ 66.50		
Private Hire Vehicle								
Grant		£ 148.00				£ 118.00		
Renewal		£ 133.00				£ 104.00		
Temporary Replacement (max 3-months)		£ 74.00				£ 59.00		
Special Event Vehicle (SEV)								
Grant		£ 153.00				£ 123.00		
Renewal		£ 133.00				£ 104.00		
Temporary Replacement		£ 76.00				£ 61.50		
Private Hire Operator (1 vehicle)								
Grant		£ 110.00		£ 304.00		£ 97.00		£ 180.00
Renewal		£ 93.00		£ 288.00		£ 87.00		£ 175.00
Private Hire Operator (2-10 Vehicles)								
Grant		£ 125.00		£ 407.00		£ 123.00		£ 265.00
Renewal		£ 108.00		£ 391.00		£ 113.00		£ 260.00
Private Hire Operator (11-20 Vehicles)								
Grant		£ 148.00		£ 585.00		£ 138.00		£ 405.00
Renewal		£ 132.00		£ 569.00		£ 131.00		£ 400.00
Private Hire Operator (Over 20 Vehicles)								
Grant		£ 217.00		£ 995.00		£ 159.00		£ 777.00
Renewal		£ 200.00		£ 979.00		£ 152.00		£ 772.00
Miscellaneous								
Copy of Combined Driver Licence:								
Paper Part:	£ 5.50				£ 5.50			
Card Part:	£ 10.50				£ 5.50			
Both Paper and Card:	£ 16.00				£ 11.00			
Copy of Vehicle Licence:								
Paper Part:	£ 5.50				£ 5.50			
Window Sticker:	£ 10.50				£ 5.00			
Both Paper and Window Sticker:	£ 16.00				£ 10.50			
Copy of Private Hire Operator's Licence								
Private Hire Door Stickers	£ 22.00				£ 19.00			
Change of Details Admin Fee per Licence*	£ 3.00							
DBS	£ 57.00				£ 55.00			
Knowledge Test	£ 53.00				£ 36.00			
Vehicle Transfer	£ 39.00				£ 27.50			
Licence Plate	£ 20.00				£ 15.00			
* Plus print costs for licence copies as required								

3 Year Combined Driver's Licence – Fee Calculation

<u>Function</u>	<u>Cost</u>	<u>Cost split per year (3yr licence)</u>	
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it costs the Borough Council to employ that person. The process of the application has been mapped using an average of the actual times taken to process applications up to and including printing the licence.	£79.46	£26.49	
<u>On-Going Administration</u> Ongoing administration costs include six monthly DBS checks, DVLA and medical checks along with reminder letters and following up on information. This does not include any compliance or enforcement costs from matters arising.	£65.68	£21.90	
<u>Policy Setting & Research</u> Time spent by staff researching changes in legislation and guidance. Policy and condition updates and fee setting.	£41.69	£13.90	
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings	£35.47	£11.82	
<u>Compliance & Enforcement</u> Ongoing compliance and enforcement including complaints relative to Combined Driver's Licence holders and reports to Licensing and Appeals board. This includes time spent by staff writing report and attending the hearing and support costs for the hearing to take place.	£62.06	£20.68	
<u>Enquiries</u> Driver related enquiries made to the licensing team and admin officers.	£97.69	£32.56	
<u>Totals</u>	£382.05	£127.35	
New Combined Driver Licence 3 year licence	£382.05	Proposed Fee	£382.00
New Combined Driver Licence 1 year licence The one year licence fee includes a lot of the same administration costs and a proportion of others.	£192.74	Proposed Fee	£192.00
<u>Renewal</u> The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Renewal Combined Driver Licence 3 years	£347.72	Proposed Fee	£347.00
Renewal Combined Driver Licence 1 year	£154.58	Proposed Fee	£154.00

1 Year Hackney Carriage Vehicle Licence – Fee Calculations

<u>Function</u>	<u>Cost</u>		
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it costs the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the licence. It does not include the plate which is paid for separately.	£44.80		
<u>On-Going Administration</u> Includes a contribution to the time spent by staff on the processing of accident notification forms, sending reminder letters for insurance documents and 6-monthly compliance test and processing of these documents, testing stations visits and meetings, hackney carriage fare calculations /advertising and general maintenance of the licence.	£42.37		
<u>Policy Setting & Research</u> Time spent by staff researching changes in legislation and guidance. Policy and condition updates and fee setting.	£10.96		
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings.	£11.82		
<u>Hackney Carriage Ranks</u> Includes a contribution to the time spent by staff on the administration and inspection of hackney carriage ranks.	£12.24		
<u>Compliance & Enforcement</u> A contribution to the time spent by staff on routine inspection of vehicles, dealing with complaints and reports to Licensing and Appeals Board in relation to private hire vehicles. This includes time spent by staff writing reports and attending hearings and support costs for hearings to take place.	£13.62		
<u>Enquiries</u> A contribution to the time spent by officers and staff answering vehicle related enquiries.	£23.65		
Totals			
New Hackney Carriage Licence	£159.47	Proposed Fee	£159.00
<u>Renewal</u>			
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Renewal Hackney Carriage Licence	£149.47	Proposed Fee	£149.00
Additional fee for WAV at first Licence for additional test	£32.27	Proposed Fee	£32.00

1 Year Private Hire Vehicle – Fee Calculations

<u>Function</u>	<u>Cost</u>		
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it costs the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the licence. It does not include the plate which is paid for separately.	£44.80		
<u>On-Going Administration</u> Includes a contribution to the time spent by staff on the processing of accident notification forms, sending reminder letters for insurance documents and 6-monthly compliance test and processing of these documents, testing stations visits and meetings, and general maintenance of the licence.	£38.89		
<u>Policy Setting & Research</u> Time spent by staff researching changes in legislation and guidance. Policy and condition updates and fee setting.	£10.96		
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings.	£11.82		
<u>Compliance & Enforcement</u> A contribution to the time spent by staff on routine inspection of vehicles, dealing with complaints and reports to Licensing and Appeals Board in relation to private hire vehicles. This includes time spent by staff writing reports and attending hearings and support costs for hearings to take place.	£18.86		
<u>Enquiries</u> A contribution to the time spent by officers and staff answering vehicle related enquiries.	£23.65		
Totals			
New Private Hire Vehicle Licence	£148.99	Proposed Fee	£148.00
<u>Renewal</u>			
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Renewal Private Hire Vehicle Licence	£133.51	Proposed Fee	£133.00

5 Year Private Hire Operator (1 vehicle) – Fee Calculations

<u>Function</u>	<u>Cost</u>	<u>Cost split per year (5yr licence)</u>	
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the licence.	£60.83	£12.16	
<u>On-Going Administration</u> Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees,	£83.29	£16.65	
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings.	£59.11	£11.82	
<u>Compliance</u> A contribution to the time spent by staff on routine inspection of operator records, along with dealing with complaints and investigations and reports to Licensing & Appeals Board.	£82.85	£16.57	
<u>Enquiries</u> Operator related enquiries made to the licensing team and admin officers.	£18.90	£3.78	
Totals	£304.98	£61.00	
Total for New 5 year Private Hire Operator (1 Vehicle)	£304.98	Proposed Fee	£304.00
Total for New 1 year Private Hire Operator (1 Vehicle) The one year licence fee includes a lot of the same administration costs and a proportion of others.	£110.45	Proposed Fee	£110.00
<u>Renewal and one year licences</u>			
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Total for Renewal of 5 year Private Hire Operator (1 Vehicle)	£288.53	Proposed Fee	£288.00
Total for Renewal of 1 year Private Hire Operator (1 Vehicle)	£93.86	Proposed Fee	£93.00

5 Year Private Hire Operator (2-10 vehicles) – Fee Calculations

<u>Function</u>	<u>Cost</u>	<u>Cost split per year (5yr licence)</u>	
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the licence.	£75.59	£15.11	
<u>On-Going Administration</u> Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees,	£83.29	£16.65	
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings.	£59.11	£11.82	
<u>Compliance</u> A contribution to the time spent by staff on routine inspection of operator records, along with dealing with complaints and investigations and reports to Licensing & Appeals Board.	£170.79	£34.15	
<u>Enquiries</u> Operator related enquiries made to the licensing team and admin officers.	£18.90	£3.78	
Totals	£407.68	£81.53	
Total for New 5 year Private Hire Operator (2-10 Vehicles)	£407.68	Proposed Fee	£407.00
Total for New 1 year Private Hire Operator (2-10 Vehicles) The one year licence fee includes a lot of the same administration costs and a proportion of others.	£125.20	Proposed Fee	£125.00
<u>Renewal and one year licences</u>			
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Total for Renewal of 5 year Private Hire Operator (2-10 Vehicles)	£391.24	Proposed Fee	£391.00
Total for Renewal of 1 year Private Hire Operator (2-10 Vehicles)	£108.61	Proposed Fee	£108.00

5 Year Private Hire Operator (11-20 vehicles) – Fee Calculations

<u>Function</u>	<u>Cost</u>	<u>Cost split per year (5yr licence)</u>	
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the licence.	£99.19	£19.84	
<u>On-Going Administration</u> Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees,	£83.29	£16.66	
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings.	£59.11	£11.82	
<u>Compliance</u> A contribution to the time spent by staff on routine inspection of operator records, along with dealing with complaints and investigations and reports to Licensing & Appeals Board.	£324.96	£64.99	
<u>Enquiries</u> Operator related enquiries made to the licensing team and admin officers.	£18.90	£3.78	
Totals	£585.45	£117.09	
Total for New 5 year Private Hire Operator (11-20 Vehicles)	£585.45	Proposed Fee	£585.00
Total for New 1 year Private Hire Operator (11-20 Vehicles) The one year licence fee includes a lot of the same administration costs and a proportion of others.	£148.80	Proposed Fee	£148.00
<u>Renewal and one year licences</u> The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Total for Renewal of 5 year Private Hire Operator (11-20 Vehicles)	£569.00	Proposed Fee	£569.00
Total for Renewal of 1 year Private Hire Operator (11-20 Vehicles)	£132.21	Proposed Fee	£132.00

5 Year Private Hire Operator (20+ vehicles) – Fee Calculations

<u>Function</u>	<u>Cost</u>	<u>Cost split per year (5yr licence)</u>	
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the licence.	£167.77	£33.55	
<u>On-Going Administration</u> Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees,	£83.29	£16.66	
<u>Training & Meetings</u> A contribution to the time spent by staff attending taxi related training and meetings.	£59.11	£11.82	
<u>Compliance</u> A contribution to the time spent by staff on routine inspection of operator records, along with dealing with complaints and investigations and reports to Licensing & Appeals Board.	£666.47	£133.29	
<u>Enquiries</u> Operator related enquiries made to the licensing team and admin officers.	£18.90	£3.78	
Totals	£995.54	£199.10	
Total for New 5 year Private Hire Operator (20+ Vehicles)	£995.54	Proposed Fee	£995.00
Total for New 1 year Private Hire Operator (20+ Vehicles) The one year licence fee includes a lot of the same administration costs and a proportion of others.	£217.38	Proposed Fee	£217.00
<u>Renewal and one year licences</u>			
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.			
Total for Renewal of 5 year Private Hire Operator (20+ Vehicles)	£979.10	Proposed Fee	£979.00
Total for Renewal of 1 year Private Hire Operator (20+ Vehicles)	£200.80	Proposed Fee	£200.00

Miscellaneous Items

Copy of Combined Drivers Licence or Vehicle licence

<u>Function</u>	Cost
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The application process has been mapped using the average time it takes, including the cost of the badge, printing etc.	£16.23
Total:	£16.23
Proposed Fee:	£16.00

Vehicle Plate

<u>Function</u>	Cost
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The application process has been mapped using the average time it takes, including the cost of the plate etc.	£20.36
Total:	£20.36
Proposed Fee:	£20.00

Private Hire Door Stickers

<u>Function</u>	Cost
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The application process has been mapped using the average time it takes, including the cost of the door stickers etc.	£22.11
Total:	£22.11
Proposed Fee:	£22.00

Cost of Knowledge Test

<u>Function</u>	<u>Cost</u>
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. Costs included are: Process Payment Arrange Test / Organise Venue Pre-test administration (per candidate) Invigilate Mark Papers Notify Candidate Update database	£53.84
Total:	£53.84
Proposed Fee:	£53.00

Change of Name and or Address (per licence)

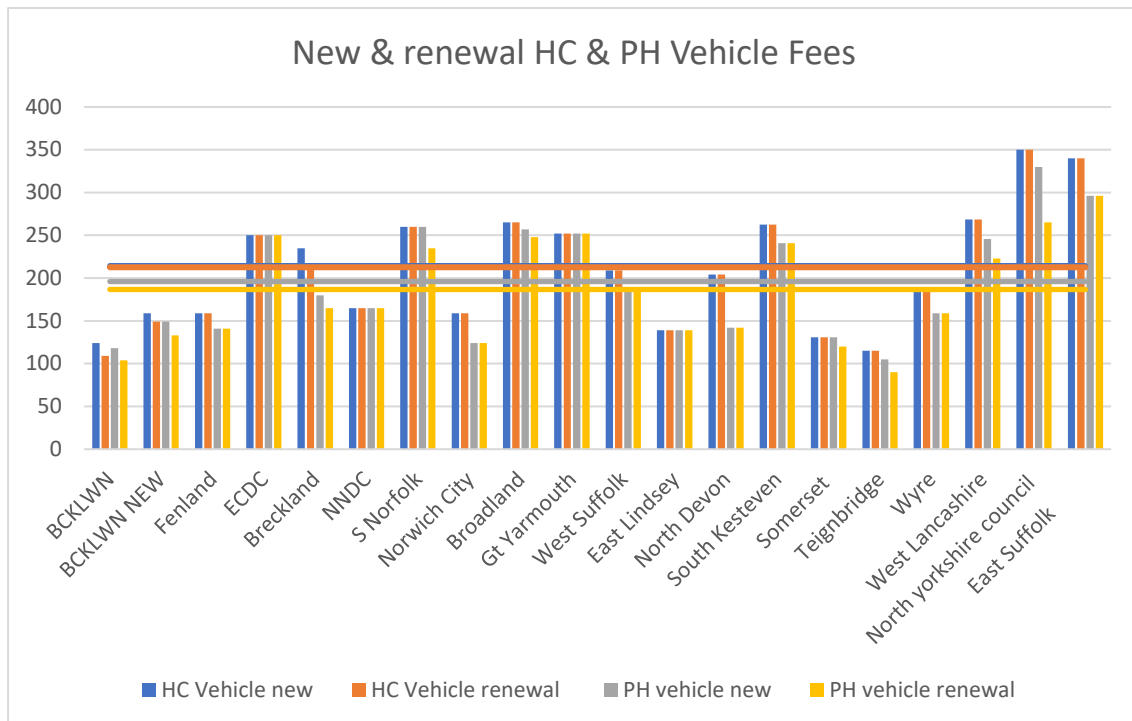
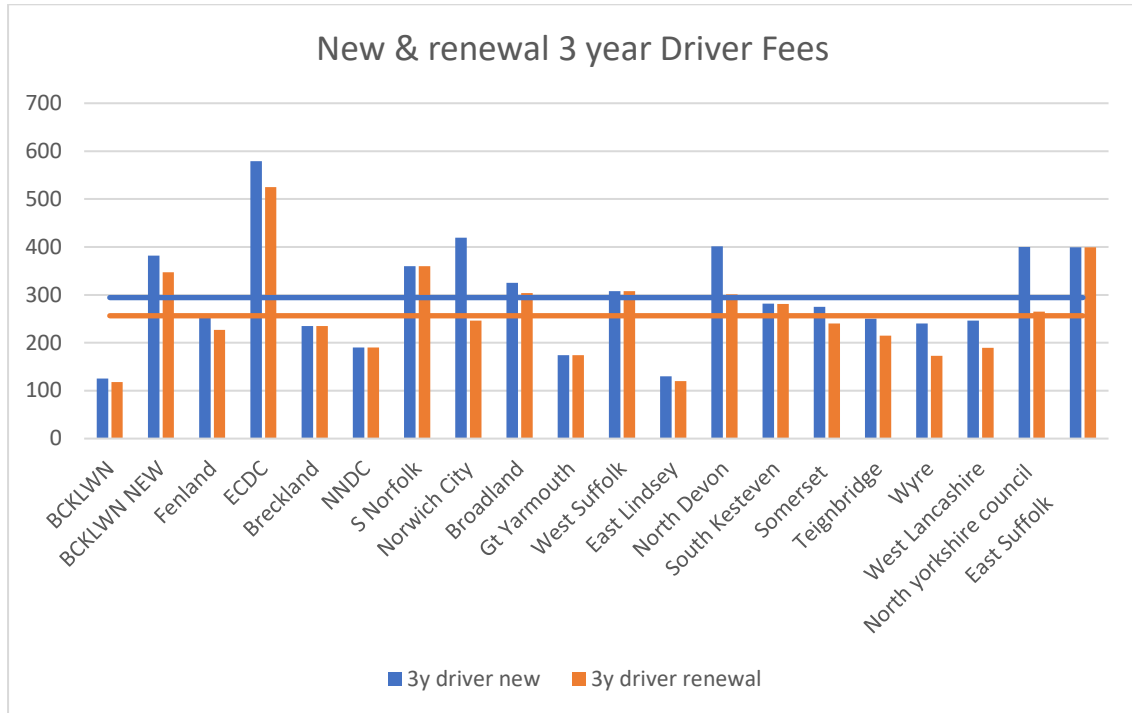
<u>Function</u>	<u>Cost</u>
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The application process has been mapped using the additional time taken to process the necessary changes into the licensing systems, it does not include the cost of printing the new licence which will be in addition to the admin fee.	£3.69
Total:	£3.69
Proposed Fee:	£3.00

DBS Application

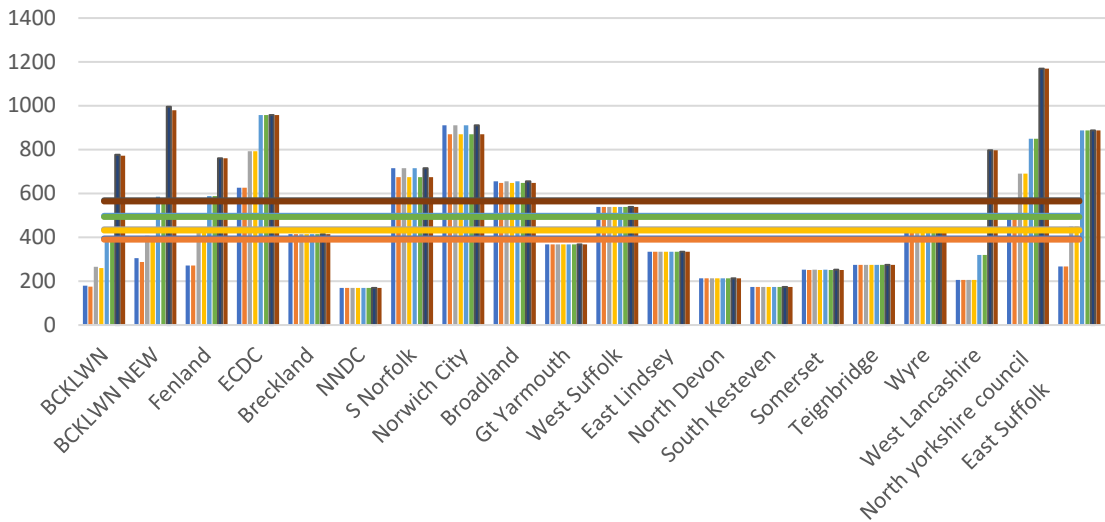
<u>Function</u>	<u>Cost</u>
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The application process has been mapped using the average time it takes, including the cost paid to the Disclosure Barring Service.	£57.72
Total:	£57.72
Proposed Fee:	£57.00

Vehicle Transfer

<u>Function</u>	<u>Cost</u>
<u>Process Application</u> Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The application process has been mapped using the average time it takes, including the cost of the new licence etc.	£39.09
Total:	£39.09
Proposed Fee:	£39.00



New & renewal 5 year Operator Fees



- 5 yr Operator New 1 vehicle
- 5 yr Operator Renewal 1 vehicle
- 5 yr Operator new 2- 10 vehicles
- 5 yr Operator renewal 2- 10 vehicles
- 5 yr Operator new 11- 20 vehicles
- 5 yr Operator renewal 11-20 vehicles
- 5 yr Operator new 20+ vehicles
- 5 yr Operator renewal 20+ vehicles

Questions / Representations received on new Lice

[REDACTED]

Subject: License fees

In response to your license fees proposal I understand The Council need to put the fees up It does seem a big jump from the current charges, but I realise you haven't put the fees up for 9 years I believe you held the price increase off just after Covid So I suppose I have to agree in the fee charges Although I would like to point one thing out I have noticed that on the proposal and I believe this may be the case now How come a renewal of a private hire vehicle is cheaper than a renewal of a Hackney carriage vehicle?

When you do the renewal? Is there any difference in the time spent on doing it?

As I can't see why this wouldn't be the same price Kind regards [REDACTED]

Sent from my iPhone

Subject: Re: Hackney carriage and private hire licensing fee levels and conditions – proposed changes

Hello Craig,

I have a query regarding the vehicle license fees.

How come it costs less to license a Private Hire Vehicle compared to a hackney carriage?

As currently it costs

£124 - Hackney grant - proposal £159

£109 - Hackney renewal - proposal £149

£118 - Private Hire - proposal £148

£109 - Private Hire - renewal - proposal £133

Aren't they the same licences/plates just in different colours?

Do you have to do any extra work to process a Hackney Vehicle license compared to a Private Hire Vehicle license?

I understand the extra cost on a wheelchair vehicle license grant as you come down & check a wheelchair being loaded into the vehicle.

Kind regards

██████

Subject: proposed changes

Having read the proposed changes I understand why fees need to go up. but I am concerned about the amount of increase. covid was bad for everybody and our trade got hit harder than most and has still not recovered fully, that along with overheads increasing and the cost of living crisis i believe these increases will be detrimental to the trade and drivers. It is easy to think of fare increases to help cover but we could price ourselves out as other ways of subsidised transport are on the increase. From a trade point of view I accept the vehicle standards but why can other borough councils in the county have a lot lower standards?

[REDACTED]

Subject: Hackney carriage and private hire conditions

Hi Marie

...With regard to licensing fee increases i understand that they have not been put up for 9 years and obviously need some adjustment but some of them maybe need readjusting as I think they are way overinflated, for example, the 193% increase to a 3 year drivers badge, as previously stated I understand they need to go up, but find this a bit excessive as most of our neighbouring districts don't have fees as high as this...

Regards [REDACTED]
Hackney owner driver

[REDACTED]

Morning Marie .

Please can u cancel our meeting .

In due respect of this matter.

I personally think that desions have been made , I think on the whole people are not going to pay this money and drop out of the trade .

Which I think will have an effect of all local pubs , clubs , venues ,Train station , as people won't come to our town due to no taxi .

Kind regards

[REDACTED]

[REDACTED]

Subject: Re: Meeting for license holders

Thanks Marie

Unfortunately I cannot attend today's meeting as I am working then . I would like to pass on our disappointment at the increases of the numerous licensing charges. With these in mind and as a small company we have very small profit margins if any and this has come as a blow . We have decided not to renew one of our daisy cars license so our fleet goes to 3 .All our car insurances have increased too and so we will also sadly be losing a Daisy companion driver too due to increased overheads . This will impact our service we can offer, many people rely on us for wheelchair transport or companionship due to their vulnerability.

Kind regards

[REDACTED]

[REDACTED]

Subject: Re: Hackney carriage and private hire licensing fee levels and conditions – proposed changes

Hi Marie

I really only have a couple of questions. To be honest, I don't feel like the price increases are that crazy considering they haven't been adjusted since 2015. I appreciate it is a big jump but had the increase have happened when they should have done they would have been paying these prices regardless. Nothing runs for free.

My question revolves around the ranks. With being at the bar a lot I notice that taxis struggle to get onto the rank down Norfolk Street with other vehicles (mainly police cars) being parked on the rank. Is there any way the ranks could be monitored for this kind of thing to make the price hikes less of a hit? I know a lot of the drivers complain that the ranks aren't monitored and thought it might be worth asking if they're going to be spending more on licence fees.

I hope this makes sense

Thanks

[REDACTED]

[REDACTED]

Subject: Fee increases and proposed conditions

Good morning

I'm writing in as part of the consultation and with reference to the topics discussed during the meeting on Monday 18th November regarding your proposals and also putting my own proposals forward to yourselves for consideration moving forward.

Your proposals.

1. Fee increases.

Although we appreciate that costs do go up, i strongly object to your proposals which are excessive and disproportionate to every other rise, your proposed 200% rises are far too high for our businesses to sustain at a time when the trade has not only recently suffered massive financial hardship due to covid, then just coming through the other side of that and starting to recover where we encountered over inflated vehicle replacement costs where many drivers are still paying a high price for vehicles that are now in negative equity because they had to be replaced during that period, only to then be hit by, and having to bear the brunt of the cost of living crisis, not only are we suffering a severe downturn in trade due to the fact that the general public are also suffering the same cost of living crisis, tightening their belts and simply not using taxis like they did as they simply cant afford them, people are just not moving around or going out socialising like they did therefore not requiring a taxi, not only has every other related cost to our trade increased massively but our already high insurance premiums have increased by around 50%, we have had to take the hit on all this already as well as our own personal costs of living crisis at home with no uplift of our fares, we have no choice but to take the hit and work for less and less or go out of business but with the general public already not using our services like they did we dont even have the luxury of being able to pass the cost on with fare increases that realistically we desperately need because we would then suffer a loss of even more custom as even more people would stop using us unable to afford our services, we are in between a rock and a hard place and to cap it all we have also had to take a loss in trade due to the ridiculously cheap £2 bus fares that are in direct competition with us...

...At this present time when custom is scarce, money is tight and in such an uncertain economic climate and especially as we are now seeing the emergence of the apps like Uber with cross border drivers coming in from other areas and taking our work, we need the freedom from ridiculous restrictions that serve no purpose and be able to run our businesses as efficiently and as profitable as we can which we are not able to do at present.

Regards

[REDACTED]

[REDACTED]

Subject: Re: Hackney carriage and private hire licensing fee levels and conditions – proposed changes

Dear Sirs

With regard to the proposals of change to the Licensing conditions and fees, we would like to have our comments below included for the consultation. Generally, we can see that the council need to increase fees to cover costs but it would be helpful if maybe the costs were broken down to an increase every year for the next three years as opposed to one large increase to help the struggling trade and many sole operators....

...Yours sincerely

[REDACTED]

[REDACTED]

Subject: Consultation on proposed changes

to whom it may concern

Although I don't have any major concerns with proposed changes

I do have some thoughts

firstly, when considering Licensing costs would it be good to compare with other Local Boroughs Like with the meter prices?...

...As I said, these are only my thoughts and I'm always happy to discuss

Best regards

[REDACTED]

Stage 1 - Pre-Screening Equality Impact Assessment

For equalities profile information please visit [Norfolk Insight - Demographics and Statistics - Data Observatory](#)

Name of policy/service/function	Licensing - Hackney Carriage and Private Hire Schedule of Fees				
Is this a new or existing policy/service/function? (<i>tick as appropriate</i>)	New		Existing	✓	
Brief summary/description of the main aims of the policy/service/function being screened. Please state if this policy/service is rigidly constrained by statutory obligations, and identify relevant legislation.	<p>Increase current licence fee levels for all areas of Hackney Carriage and Private Hire licensing.</p> <p>Fees are regulated by the Local Government (Miscellaneous Provisions) Act 1976.</p>				
Who has been consulted as part of the development of the policy/service/function? – new only (<i>identify stakeholders consulted with</i>)	<p>Current Licence Holders</p> <p>Neighbouring local authority licensing departments</p> <p>All Borough Councillors</p>				
Question	Answer				
<p>1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups, for example, because they have particular needs, experiences, issues or priorities or in terms of ability to access the service?</p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p> <p><i>If potential adverse impacts are identified, then a full Equality Impact Assessment (Stage 2) will be required.</i></p>		Positive	Negative	Neutral	Unsure
	Age			✓	
	Disability			✓	
	Sex			✓	
	Gender Re-assignment			✓	
	Marriage/civil partnership			✓	
	Pregnancy & maternity			✓	
	Race			✓	
	Religion or belief			✓	
	Sexual orientation			✓	
	Armed forces community			✓	
	Care leavers			✓	
Other, Hackney Carriage and Private Hire Licence holders		✓			

Question	Answer	Comments	
2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favouring a particular community or denying opportunities to another?	No		
3. Could this policy/service be perceived as impacting on communities differently?	No		
4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?	No		
5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions? If yes, please agree actions with a member of the Corporate Equalities Working Group and list agreed actions in the comments section	No	Actions:	
		Actions agreed by EWG member:	
<p>If 'yes' to questions 2 - 4 a full impact assessment will be required unless comments are provided to explain why this is not felt necessary:</p> <p>Decision agreed by EWG member:</p>			
Assessment completed by: Name	Craig Pease		
Job title	Senior Licensing Officer		
Date completed	21 st November 2024		
Reviewed by EWG member		Date	

Please tick to confirm completed EIA Pre-screening Form has been shared with Corporate Policy (corporate.policy@west-norfolk.gov.uk)

Stage 2 - Full Equality Impact Assessment Form

Hackney Carriage and Private Hire Fees

1. What is the service area(s) and who is the lead officer?

Legal Services, Governance & Licensing

- Executive Director - Alexa Baker
- Lead Officers Licensing Service Manager Marie Malt & Senior Licensing Officer Craig Pease

2. What change are you proposing?

To increase hackney carriage and private hire licensing fee levels.

3. How will this change help the council achieve its Corporate Strategy priorities (and therefore your Directorate/service objectives)?

To provide cost-effective, efficient services that meet the needs of our local communities, promote good governance, and provide sustainable financial planning and appropriate staffing

4. What is your evidence of need for change?

Fee setting is statutory and must be calculated to ensure cost recovery.

Fee levels were last increased in 2015 when costs were much lower.

New levels have been calculated by using the time spent on each process. Comparing these calculations with current fee levels shows that the increase is necessary.

5. Does this change deliver improved value for money and/or release efficiency savings?

No. The change will ensure proper cost recovery for the service being provided.

6. What geographical area does this proposal cover?

The whole of the Borough Council of King's Lynn & West Norfolk's area, and potentially residents within surrounding areas should applicants outside the area apply.

7. What is the impact of your proposal?

Full cost recovery will ensure the service is properly maintained without subsidy.

Licence holders will have to pay substantially more in licence fees.

Licence holders will see no change in the service they receive.

Note - It is proposed that fee levels are reviewed every 3 years in future to reduce the significance of any increases.

8. What data have you used to support your assessment of the impact of your proposal?

Current fee levels are not covering the cost of supplying the service to licence holders.

New fee levels have been properly calculated.

Licence holders have been consulted regarding the new levels, and although the consensus is that the increase is large, it has also been acknowledged that no increase has been made for 9 years.

9. What consultation has been undertaken/will need to be undertaken with stakeholders/ groups directly or indirectly impacted by the proposals and how do you intend to use this information to inform the decision?

All licence holders were consulted on the new fee levels from 25th September 2024 to 18th December 2024.

10. Are there any implications for other service areas?

There is no implication that other service areas will be affected by the proposal.

11. What impact (either positive or negative) will this change have on different groups of the population?

No impact has been identified on any group with a protected characteristic. The only negative impact identified is to Licence holders and future licence applicants as the fee for their licences will have a higher financial impact.

12. Other Staff Involved in Assessment (including Corporate Equality Group Representatives), and comments from Equality Work Group Reps

Amy Pearce, for advice.

Full EIA Action Plan

Risk/adverse impact identified (Q11)	Action to be taken to mitigate	By who <i>Include a lead officer for implementing the actions</i>	By when <i>Deadlines/timescales for implementing the actions</i>	Monitoring mechanism <i>What indicators will you use to track the impact of the change when implemented?</i> <i>How will you review its implementation?</i> <i>How do you intend to monitor service take-up?</i>

Assessment Completed By: Craig Pease

Job Title: Senior Licensing Officer

Date: 21/11/2024