

**Agenda for Licensing and Enforcement
Committee
Wednesday, 13th March, 2024, 10.00 am**



Members of Licensing and Enforcement Committee

Councillors: B Bailey, K Bloxham (Vice-Chair), V Bonetta, M Chapman, T Dumper, P Faithfull, S Gazzard, S Hawkins, J Heath, R Jefferies, Y Levine, C Nicholas, J O'Leary, S Westerman and J Whibley (Chair)

Venue: Council Chamber, Blackdown House, Honiton

Contact: Sarah Jenkins;

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(or group number 01395 517546)

Tuesday, 5 March 2024

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- 1 Minutes of the previous meeting (Pages 3 - 6)
- 2 Apologies
- 3 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 4 Public Speaking
Information on [public speaking](#) is available online
- 5 Matters of urgency
Information on [matters of urgency](#) is available online
- 6 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.
- 7 Committee Update - Licensing Act 2003, Gambling Act 2005, Taxis & General Licensing (Pages 7 - 12)
- 8 Review of taxi rank provision in East Devon and proposals for amendment (Pages 13 - 43)
- 9 Proposed hackney carriage fare tariff review (Pages 44 - 65)

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[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Licensing and Enforcement Committee held at Council Chamber, Blackdown House, Honiton on 15 November 2023

Attendance list at end of document

The meeting started at 10.00 am and ended at 10.52 am

8 Minutes of the previous meeting held on 19 July 2023

The minutes of the previous meeting held on 19 July 2023 were agreed as a true record.

9 Declarations of interest

Minute 14. Review of taxi rank provision in East Devon and proposals for amendment. Councillor Tim Dumper, Affects Non-registerable Interest, Councillor is a member of Exmouth Town Council.

10 Public Speaking

Dawn Dines, CEO and Founder of Stamp Out Spiking, an Exeter based organisation, addressed the Committee in order to raise awareness of the severity and impact on victims of drinks spiking.

Stamp out Spiking would welcome the opportunity to work alongside local Councillors and Officers to ensure that the public are made aware and are safeguarded. Spiking of drinks occurs not only in pubs and clubs, but also at other venues and events such as sports facilities and festivals. Stamp out Spiking could offer a presence at such events to help with raising awareness.

It was noted that drinks spiking was hugely under-reported and that victims were not only women and girls but also men and boys. Spiking of food and vapes also occurs. Stamp out Spiking would welcome collaborative working with other organisations and agencies to prevent this wide-spread problem.

The Chair thanked Ms Dines and emphasised the need for organisations to work together.

In response to questions from Councillors, the following points were discussed:

- County Councillors may be able to assist as they hold locality budgets, whereas District Councillors do not.
- Raising public awareness was key to stopping this issue and Stamp out Spiking's attendance at events, together with wide use of information posters would help with raising awareness.
- Stamp out Spiking had previously worked with the Cranbrook Education Campus as Cranbrook was one of the organisation's priorities, due to the young demographic of the growing community. Cllr Bloxham, as Cranbrook Ward Member, would liaise with Ms Dines regarding attendance at the upcoming Community Safety Group meeting.
- It was noted that a victim of spiking would start to feel ill very quickly and would need immediate help. There would be no memory of what occurred following the spiking.

It was agreed to circulate contact details for Stamp out Spiking after the meeting to enable Councillors to follow up on working together.

The Chair thanked Ms Dines for attending and speaking on this issue.

11 **Matters of urgency**

There were no matters of urgency.

12 **Confidential/exempt item(s)**

There were no confidential / exempt items.

13 **Committee Update - Licensing Act 2003, Gambling Act 2005, Taxis & General Licensing**

The Chair welcomed the Licensing Manager and congratulated Mrs Norsworthy on her recent appointment to the post.

The Licensing Manager presented the report which provided an update on the activities of the Licensing Service under the Licensing Act 2003, Gambling Act 2005, Taxi legislation and General Licensing including Street Trading and Pavement Licenses during the period July to November. The following points were highlighted:

- The Government had announced plans to extend the automatic off-sales entitlement provision until March 2025.
- The 'fast-track' pavement licence provisions were also extended to the end of September 2024.
- Under the Licensing Act, 14 premises licence applications were being processed at the time of writing the report, the number of Temporary Event Notices received remained at a high level and the Licensing Team continued to liaise actively with event organisers through the East Devon Safety Advisory Group.
- One premises licence had been granted after a Sub Committee hearing during the period covered by the report.
- Regarding work under the Gambling Act, the Government had published its white paper 'Gambling Reform for the Digital Age'. As agreed, responses to several consultations had been submitted.
- With regard to taxi work, there was a small variation in the figures since July, as set out at section 3.1.1 of the report. Officers continued to use the NR3 Register of Revocations, Refusals and Suspensions to check all new applications and applications for renewal. Officers have now also uploaded details of those individuals who have had a licence revoked, refused or suspended in East Devon.
- Six significant complaints had been investigated during the period covered by the report.
- Officers had inspected 25 vehicles by prior arrangement and undertaken unannounced checks at taxi ranks on four occasions since the last meeting.
- Two Licensing & Enforcement Sub Committee hearings related to taxi matters had been held during the period July to November.
- The draft policy containing changes to update the policy in line with the Taxi and Private Hire Statutory Standard was approved by full Council at its meeting on 18 October 2023. Changes were communicated to the taxi trade via a newsletter and at a recent taxi trade meeting.
- Officers remained in regular contact with the East Devon Taxi Association and have committed to regularly attending Association meetings.
- It was noted that the need to consider an increase to the Taxi Fare table may come forward in the near future, due to the on-going high cost of living.
- With regard to street trading consents, the current street trading regime and re-introduction of application fees had been adopted by the Council in May 2023. The Licensing Team recorded its thanks for the support of the Vice-Chair and Cranbrook

Town Council in assisting traders to find an alternative trading location during development work in Cranbrook.

- It was noted that there remain two separate regimes under which businesses may apply for a pavement licence, with Officers keeping developments in this area under review.
- Councillor training had been provided by the Institute of Licensing following the election in May, with additional in-house training for Councillors not able to attend provided by the previous interim Licensing Manager.

Discussion and questions from Members included the following points:

- It was noted that there is very little difference between the two regimes for pavement licences. The 'fast-track' regime introduced for District Councils to administer during the pandemic is faster than the process administered by Devon County Council.
- Spot checks on taxi ranks included Sidmouth. It had been noted that the public were using the Sidmouth taxi rank for parking and Civil Enforcement had been made aware of this. There were no other issues to note.
- Additional door signage for Hackney Carriages could be considered by the Licensing Team to improve visibility and information for the public.
- With regard to Temporary Event Notices, the fees are set by Government and have not increased since 2005.

Regarding the current level of fees for Temporary Event Notices, it was agreed to write to the MPs, with a copy to the relevant Government department, to bring attention to the lack of an increase since 2005.

The Committee agreed to note the report.

14 **Review of taxi rank provision in East Devon and proposals for amendment**

The Committee considered a report setting out a request from Devon County Highways to undertake improvement and several amendments to taxi ranks within East Devon, following a review of taxi rank provision across the District Council area.

The report contained options for improvement and amendments to taxi ranks, and also sought approval to commence consultation with the taxi trade. It was emphasised that the Committee was not currently being asked to agree the amendments proposed by Devon County Highways.

Discussion on the report included the following points:

- In response to a query regarding the proposal to remove the only taxi rank in Ottery St Mary, and why it is considered acceptable for Ottery to lose the rank, the Licensing Manager would follow this up with Devon County Highways.
- Concern was expressed regarding the proposal to upgrade the ranks in High Street, Honiton to No Stopping At Any Time as this would impact on available locations for drivers to drop-off passengers.
- It was noted that the taxi rank at Victoria Road, Exmouth becomes very congested at night time, as does the rank in The Strand, and the proposed loss of a space at Victoria Road would have a negative impact on congestion.
- There have been complaints about people parking on the Imperial Road, Exmouth taxi rank.

Councillor Dumper advised that he could take any concerns to the next meeting of the Devon County Council East Devon Highways and Traffic Orders Committee. Members were asked to submit concerns to Councillor Dumper, with a copy to the Licensing Manager.

RESOLVED

The Committee agreed to approve the commencement of consultation with the taxi trade on the options contained in the report.

Attendance List

Councillors present:

K Bloxham (Vice-Chair)
O Davey
T Dumper
P Faithfull
S Gazzard
J Whibley (Chair)

Councillors also present (for some or all the meeting)

R Collins

Officers in attendance:

Sarah Jenkins, Democratic Services Officer
Phillippa Norsworthy, Licensing Officer
Giles Salter, Solicitor

Councillor apologies:

B Bailey
V Bonetta
M Chapman
S Hawkins
N Hookway
C Nicholas

Chair

Date:

Report to: Licensing and Enforcement Committee

Date of Meeting 13 March 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Committee Update - Licensing Act 2003, Gambling Act 2005, Taxis & General Licensing

Report summary:

The report provides an update on the activities of the Licensing Service under the Licensing Act 2003, Gambling Act 2005, Taxi legislation and General Licensing including Street Trading and Pavement Licences

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

That the report be noted

Reason for recommendation:

To keep the Council's statutory committee up to date with current arrangements relating to the Licensing Service.

Officer: Phillippa Norsworthy, Licensing Manager (Governance and Licensing)

Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☒ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Democracy, Transparency and Communications
- ☐ Economy and Assets
- ☐ Finance
- ☐ Strategic Planning
- ☐ Sustainable Homes and Communities
- ☐ Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk;

Links to background information N/A

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ Better homes and communities for all
- ☐ A greener East Devon
- ☒ A resilient economy

Report in full

1 Licensing Act 2003

1.1 Applications Received, Licences Issued and Notices Given

- 1.1.1 This report informs the Committee with regard to any strategic or national updates for each area of licensing work covering the period from December 2023 to February 2024.
- 1.1.2 During the reporting period the Licensing Team saw an increase in application numbers when compared to the previous reporting period. At the time of writing this report, 37 premises applications were being processed, this sum includes, new premises applications (including time limited premises applications), variations, minor variations transferring and varying the DPS applications. In addition, the team continue to receive a high number of Temporary Event Notices (TENs), with 117 received within the time period, although this figure is a slight drop from the previous report. It is anticipated the number of TENs will increase as we move towards the spring and summer months. The Team continues to actively liaise with event organisers both informally and through the East Devon Safety Advisors Group. The Team have recently re-established their regular bi-monthly liaison meetings with Environmental Health.

1.2 Hearings

- 1.2.1 Licensing Officers arrange mediation if appropriate when representations are received for applications and there have been three contested applications since December 2023. One premises licence application had the only representation withdrawn and two further applications were put forward to a Licensing and Enforcement Sub-Committee hearing to take place on 6 March 2024.
- 1.2.2 The Licensing Sub-Committee hearing due to take place on 6 March 2024 will be to hear two contested applications for time limited premises licences, which are both part of the Sidmouth Folk Festival.

1.3 Premises Visits

- 1.3.1 For the time period, October to December 2023, Licensing Officers have visited 13 premises of interest with a total of 57 for the year ending 2023.

2 Gambling Act 2005

2.1 Applications Received, Licences Issued and Notices Given

- 2.1.1 The Gambling Commission circulates a regular bulletin for licensing authorities outlining changes in legislation and any enforcement action taken. The latest bulletin can be found here: [E-bulletin 26 February - Gambling Commission newsletter \(mailchi.mp\)](mailto:mailchi.mp)
- 2.1.2 On 27th April 2023 the Government published it's White Paper "Gambling Reform for the Digital Age" ([High stakes: gambling reform for the digital age - GOV.UK \(www.gov.uk\)](https://www.gov.uk)). On 29 November 2023 the Gambling Commission launched a second consultation on five sets of proposed changes to the regulatory framework following on from the Government's Gambling Review. They are as follows:

- Socially Responsible Incentives.
- Customer-led tools.
- Improved Transparency on Customer Funds in the event of Insolvency.
- Changes to the frequency of regulatory returns submissions.
- Removing obsolete Commission requirements due to the Government's upcoming statutory levy (LCCP RET list).

Attached at **APPENDIX A** is the Autumn 2023 Consultation on proposed changes to Licence Conditions and Codes of Practice (LCCP) and Remote Gambling and Software Technical Standards outlining the proposed changes. This consultation finished on 21 February 2024.

[Autumn 2023 consultation on proposed changes to Licence Conditions and Codes of Practice \(LCCP\) and Remote Gambling and Software Technical Standards \(RTS\) - The Gambling Commission - Citizen Space](#)

It is for Members to note this consultation as the proposed changes relate primarily to online gambling and not to land based gambling premises.

- 2.1.3 In addition, the Gambling Commission launched a third consultation on 15 December 2023, 'Proposed changes to financial penalties and financial key event reporting.' This consultation is part of the 'business as usual' proposed changes relating to clarity and transparency to the way financial penalties are calculated and financial key event reporting by licensees to make sure the Gambling Commission has the correct information for risk-based regulation. [2023 Consultation on proposed changes related to financial penalties and financial key event reporting - The Gambling Commission - Citizen Space](#) The consultation is due to finish on 15 March 2024.

It is for Members to note this consultation as the proposed changes relate primarily to gambling licensees.

- 2.1.4 The Gambling Commission are currently analysing the consultations responses received in October 2023 and will be providing a response in 2024.

3 Taxis

3.1 Applications Received and Licences Issued

- 3.1.1 Officers continue working effectively by issuing licences upon receipt of fees and all relevant documentation. The latest figures indicate a drop in the number of taxi driver and vehicle licences, and an increase in the number of private hire driver, vehicle and operator licences.

Year	Taxi Driver Licences	Taxi Vehicle Licences	Private Hire Drivers	Private Hire Vehicles	Private Hire Operators
2016	206	170	22	18	15
2017	195	165	26	20	13
2018	179	161	30	24	16
2019	162	148	37	31	20
2020	155	126	40	32	18
2021	156	129	41	37	19
2022	153	135	52	40	22
2023	155	133	49	42	24
Feb 2024	146	129	51	43	26

- 3.1.2 Officers continue to use the NR3 Register of Revocations, Refusals and Suspensions to check all new applications and applications for renewal. Officers have now also uploaded the

required details of those individuals who have been revoked or refused a licence in East Devon, or had their licence suspended. The Government announced on 26th April 2023 that it is now mandatory for local authorities in England to use the NR3 register (East Devon District Council have been using the register since April 2022).

3.2 Enforcement

- 3.2.1 The licensing team records and investigates complaints received from the public and reported by other drivers which is recognised as an effective procedure by the Department of Transport (DfT).
- 3.2.2 During the reporting period, eight complaints relating to drivers and vehicles have been received. This is an increase in reported complaints from the previous reporting period. All received complaints were investigated by Officers.
- 3.2.3 Complaints to the Licensing Authority included complaints against driver suitability, alleged dangerous driving and low level offences such as not displaying vehicle external plates and or roof signs.
- 3.2.4 In addition to the received complaints the Licensing and Enforcement Sub-Committee have suspended one driver for a minimum period of three months and have refused an application for the grant of a Private Hire Driver Licence.

3.3 Hearings

- 3.3.1 Licensing sub-committee hearings for taxi related matters occurred on:
 - 6 February 2024, Hackney Carriage Driver suitability.
 - 21 February 2024, Application for the grant of a Private Hire Driver licence and an application for the grant of a Hackney Carriage Vehicle licence.

3.4 Taxi and Private Hire Policy changes

- 3.4.1 Officers have previously reported the need to revise the council's Taxi and Private Hire policy, with significant work already having been undertaken to prepare a draft policy that will be reported at a future meeting of this Committee.
- 3.4.2 Following discussions between Officers and the Chair/ Vice Chair, it was decided that the policy amendments would be divided into two sections. Firstly the policy amendments required to fully align the Policy with the Taxi and Private Hire Statutory Standards, and secondly further East Devon specific policy amendments. The draft policy containing the changes to update the Policy in-line with the Taxi and Private Hire Statutory Standards was presented and approved by this Committee at the meeting on 19th July. Following approval by Full Council these changes have now been communicated to the taxi trade via a taxi newsletter and at a recent taxi trade meeting.

3.5 Meeting between Councillors, Taxi Proprietors and Officers

- 3.5.1 Officers remain in regular contact with the East Devon Taxi Association (formerly the Exmouth Taxi Association), and continue to offer support through sharing information to all licenced drivers over email. Officers have also committed to regularly attending the Associations meetings, the last of which being on 27 February 2024. The role of Officers at these meetings is primarily to answer questions from the Trade and to provide updates on any regulatory or policy changes.

3.6 Taxi Tariffs Fares

- 3.6.1 The Taxi Fare table effective from 22nd December 2022 remains valid. A request to review the fares has been received from the East Devon Taxi Association. A separate report to the Licensing and Enforcement Committee has been provided.

3.7 Taxi Rank Consultation Update

- 3.7.1 The consultation to review the taxi ranks provision in East Devon and proposals for amendment finished on 8 January 2024. A separate report to the Licensing and Enforcement Committee has been provided.

4. General Licensing – Street Trading Consents

4.1 Applications Received Street Trading Consents Issued

- 4.1.1 At the time of writing this report there are 24 Street trading consents in operation.

5.1 Temporary Pavement Licences (Business & Planning Act 2020)

- 5.1.1 The legislation that allows business to apply to the Licensing Authority to place tables and chair on public highways has now been amended to extend the provision until 30th September 2024, which means there remains two separate regimes that businesses can apply for a pavement licence under, being the temporary 'fast track' arrangements that District Councils administer since 2020, alongside the continuing regime for pavement licences Devon County Council has held the responsibility for many years.
- 5.1.2 There are currently 4 Pavement Licences administered by this authority, however the Licensing Team have received an increase in applications at the time of writing this report, than in previous years.
- 5.1.3 Officers will continue to keep developments under review and at the time of writing this report, no commencement date for the Levelling Up and Regeneration Act 2023 has been published nor has any guidance regarding the Act been issued to District Councils regarding permanent pavement licences.

6. Councillor Training and Elections

- 6.1.1 Training is mandatory to provide sufficient understanding for Members to determine contested applications at licensing sub-committee hearings and to withstand any challenges upon appeal.
- 6.2.1 Further to the Councillor training sessions provided by the Institute of Licensing for subsequent catch up training for those not able to attend any Institute of Licensing (IOL) training has not been requested from Members during the reporting period.
- 6.3.1 The [Licensing Act 2003 Councillor's handbook \(England and Wales\)](#) is also an informative briefing that was updated last year.

Financial implications:

"There are no finance implications"

Legal implications:

"There are no legal implications requiring comment"

Report to: Licensing and Enforcement Committee

Date of Meeting 13 March 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Review of taxi rank provision in East Devon and proposals for amendment

Report summary:

The Licensing and Enforcement Committee is asked to consider a request from Devon County Highways to undertake improvement and several amendments to taxi ranks within East Devon following a review of taxi rank provision across the District Council area.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

That the Committee consider the proposals for improvement and amendment of East Devon Taxi ranks put forward by Devon County Council Highways and to consider the options contained in this report following consultation with the taxi trade.

1. To exercise the Council's powers under Section 63 of the Local Government (Miscellaneous Provisions) Act 1976 to approve the plans to upgrade the status of the ranks in local traffic orders and to improve signage and markings and to consider the amendments of the existing taxi ranks as set out in 1.2.1 to 1.2.5 of this report.
2. That the requisite public notice be given of the proposed appointment as required by Section 63(2) of the Local Government (Miscellaneous Provisions) Act 1976.
3. That if no written objection or representation is received relating to the notice given under Section 63 (2) of the Local Government (Miscellaneous Provisions) Act 1976 within the 28 day period following recommendation will be deemed appointed.
4. That following the appointment of the taxi ranks Devon County Council Highways Authority be requested to put in place the appropriate legal provisions and to mark out the ranks.

Reason for recommendation:

Devon County Council Highways have conducted a review of the taxi rank provision across the East Devon District and have submitted proposals to upgrade and amend the taxi rank provisions. East Devon District Council have consulted with the taxi trade and Members are asked to consider the responses from the consultation.

Officer: Phillippa Norsworthy, Licensing Manager (Governance and Licensing)

Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☒ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Democracy, Transparency and Communications
- ☐ Economy and Assets
- ☐ Finance
- ☐ Strategic Planning

- ☐ Sustainable Homes and Communities
- ☐ Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; [Click here to enter text on risk considerations relating to your report.](#)

Links to background information N/A

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ Better homes and communities for all
- ☐ A greener East Devon
- ☒ A resilient economy

APPENDICES

APPENDIX A – Summary of taxi rank proposals.

APPENDIX B – Taxi Rank Proposals – Plans.

APPENDIX C – Copy of the consultation letter to HCD and Proprietors.

APPENDIX D - Table of Consultation Responses.

APPENDIX E – Example of Public Notice.

Report in full

1 Background

- 1.1.1 Officers from Devon County Highways have undertaken a review of the taxi rank provision in conjunction with East Devon District Council Licensing Authority and have submitted proposals for the upgrade and amendment of taxi rank provision in East Devon. A copy of the written proposals are attached at **APPENDIX A**, and in plan form at **APPENDIX B**.
- 1.2.1 The majority of the proposals are in respect of plans to upgrade the status of the ranks in local traffic orders and to improve marking and signage. Additionally, several proposals include recommendations for the amendment of existing taxi ranks as summarised below:
- 1.2.2 Proposal 3: Victoria Road Exmouth: Removal of one car space on the existing taxi rank to facilitate a time-limited disabled space (as well as upgrade of the rank designation to 'no stopping at any time').
- 1.2.3 Proposal 10: Marine Place Seaton: Removal of the existing rank to facilitate seafront development works, and relocation to Castle Hill. This proposal was previously fully consulted upon and approved and is due to be actioned shortly.
- 1.2.4 Proposal 14: Silver Street, Axminster: Relocation of the existing rank to outside the bank in order to improve visibility of the rank (as well as upgrade of the rank designation to 'no stopping at any time')
- 1.2.5 Proposal 17: Mill Street Ottery St Mary: Removal of the taxi rank space and conversion to 'Limited Waiting Mon-Sat 9am-6pm 1 Hour No Return Within 2 Hours'.

- 1.2.6 On 15 November 2023, the Licensing and Enforcement Committee agreed for a consultation regarding the proposed upgrades and amendments to the East Devon's taxi ranks to take place with the hackney carriage drivers and proprietors.
- 1.2.7 A letter was duly forwarded to all hackney carriage drivers and proprietors advising them of the proposed amendments and asking them for their feedback and comments. A copy of the letter can be found at **APPENDIX C**. The consultation was in place from 27 November 2023 on 8 January 2024.
- 1.2.8 A total of eight responses, including a response from the East Devon Taxi Association with photographs were received and these can be viewed at **APPENDIX D**.

2 Legal

- 2.1.1 Under Section 63(1) of the Local Government (Miscellaneous Provisions) Act 1976 the district council can appoint stands (ranks) for taxis either on public highways or private land and the stands can be for continual or part time use. The district council can also determine the number of hackney carriages that can use a stand and has the power to vary the numbers. If the land is to be on the public highway the consent of the highway authority is required. It also requires that notice must be given to the Chief Officer of Police.
- 2.1.2 Although the district council has the responsibility to appoint ranks it has to be done with the approval of the highway authority at Devon County Council. Before a rank can come into use the highway authority needs to designate the rank with a traffic order and have it signed and marked on the highway. This involves a considerable cost to implement, and the costs of amendment to traffic orders and marking the highway are proposed to be undertaken by Devon County Highways in this instance as part of a full review of taxi rank provision in East Devon. There is also a financial implication for the district council through the need for a public notice outlining the proposal at a later stage in a local newspaper.
- 2.1.3 District (and City) Councils have a duty to provide taxi ranks for the taxi trade as licensed taxis need ranks from which to operate. Overall, the proposals if implemented as set out in **APPENDICES A and B** would result in the loss of one taxi rank space in Exmouth, and one in Ottery St Mary respectively, as well as the relocation of two taxi ranks, and is balanced against improved signage and marking proposals for taxi ranks across the District.

3 Post Consultation.

- 3.1.1 The outcome of the consultation has been reported back to the Licensing and Enforcement Committee to allow a decision as to whether to exercise the Council's powers under Section 63 of the Local Government (Miscellaneous Provisions) Act 1976.
- 3.1.2 Should the Committee approve the proposed changes following the consultation, Section 63 (2) of the Local Government (Miscellaneous Provisions) Act 1976 requires that a public notice be placed in a local newspaper providing residents the opportunity to make representations. This can be found at **APPENDIX E**. Representations must be made within a 28-day period from the date of publication. Should any objections be received and not withdrawn the matter would then need to be returned for further reconsideration by members.

Financial implications:

“Advertisement costs for public notices (if subsequently applicable), and officer time will be met in full from Taxi/ Private Hire applications and renewal fees income.

Legal implications:

“There are no additional legal implications requiring comment”

Taxi Ranks Summary

1. Imperial Road, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time

2. Parade, Exmouth

Recommendation: Upgrade rank to No Stopping 6pm – 8am except taxis.
Existing loading bay restriction to remain 8am – 6pm

3. Victoria Road, Exmouth (Option A/B)

We have received a request from an organisation for children and young adults with additional needs for a disabled bay close to their centre to improve access. It is recommended to convert a space in the taxi rank to facilitate this operation as it is noted there is additional taxi rank capacity in the Strand.

Recommendation: Upgrade rank to No Stopping At Any Time, with an additional proposal to install a time limited disabled bay.

4. The Strand, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time

5. Chapel Street, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time

6. Esplanade, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time

7. Fore Street, Budleigh Salterton

Recommendation: Upgrade rank to No Stopping At Any Time

8. New Street, Sidmouth

Recommendation: Upgrade rank to No Stopping At Any Time

9. High Street, Sidmouth

Recommendation: Upgrade rank to No Stopping At Any Time

10. Marine Place, Seaton

Recommendation: Taxi rank to be removed to revert back to No Waiting At Any Time

11. Queen Street, Seaton

Recommendation: Upgrade rank to No Stopping At Any Time

12. Fore Street, Seaton

Recommendation: Taxi rank to be removed to revert back to No Waiting At Any Time

13. Victoria Place, Axminster

Recommendation: Upgrade rank to No Stopping At Any Time

14. Silver Street, Axminster

Recommendation: Relocate existing echelon bay to a new location outside the bank to improve accessibility.

15. High Street, Honiton

Recommendation: Upgrade ranks to No Stopping At Any Time

16. Burrough Fields, Cranbrook

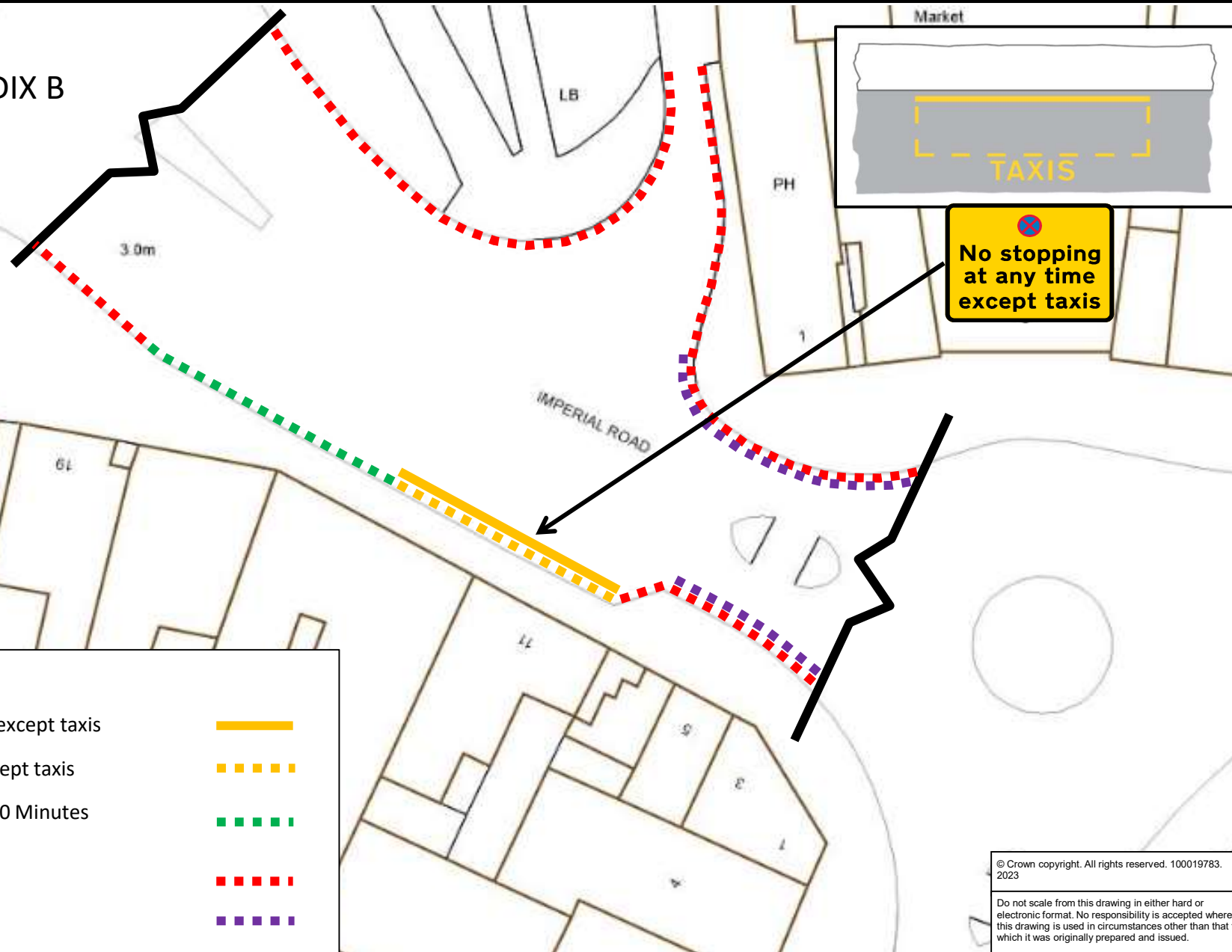
Recommendation: Update new No Waiting taxi rank installed as part of the train station works

17. Mill Street, Ottery Saint Mary

Recommendation: Taxi rank to be removed to revert to Limited Waiting Mon-Sat 9am-6pm 1 Hour No Return Within 2 Hours.



APPENDIX B



KEY:

Proposed No Stopping At Any Time except taxis



Existing No Waiting At Any Time except taxis



Existing Limited Waiting 8am-6pm 30 Minutes
No Return Within 1 Hour



Existing No Waiting At Any Time

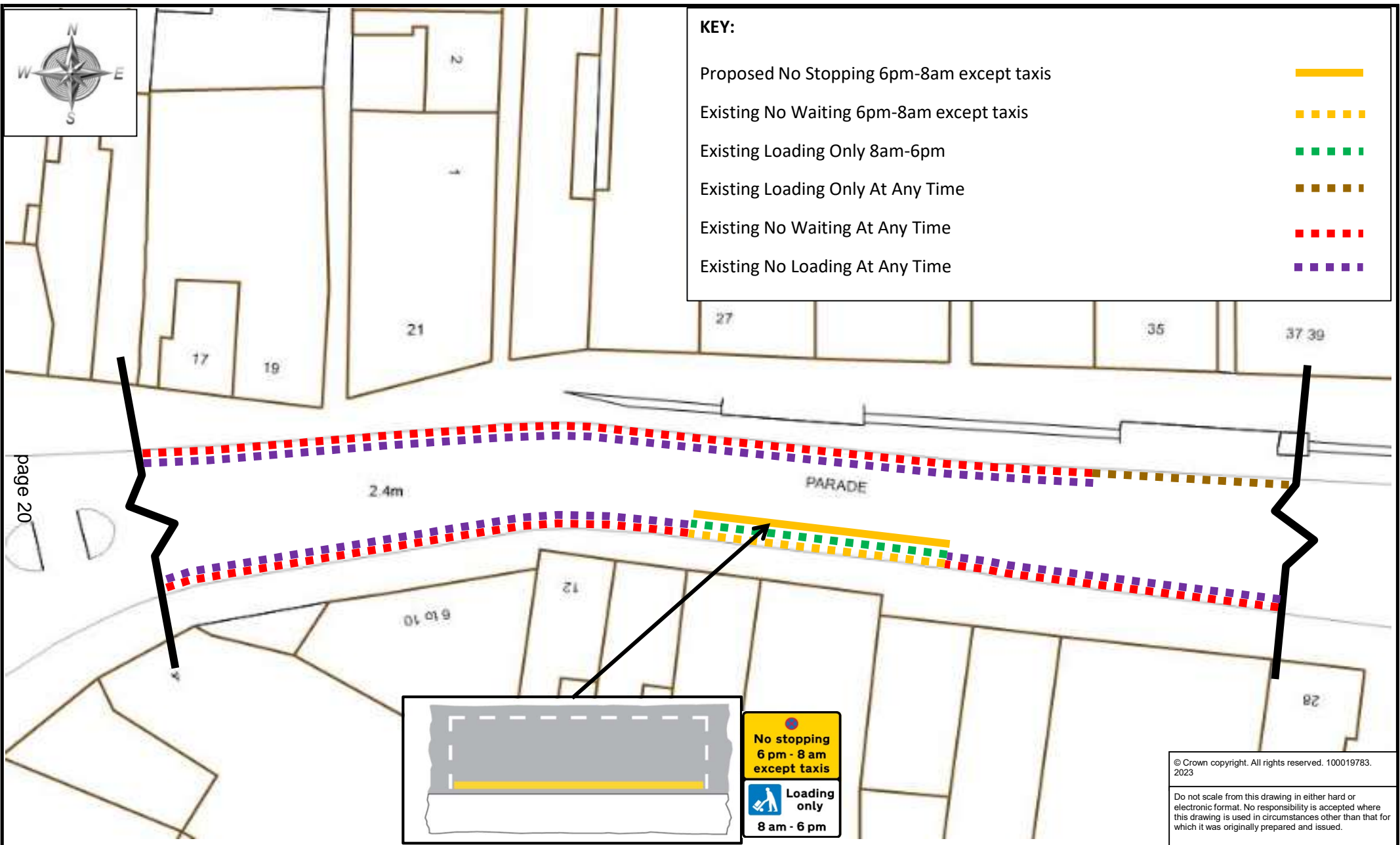



Existing No Loading At Any Time

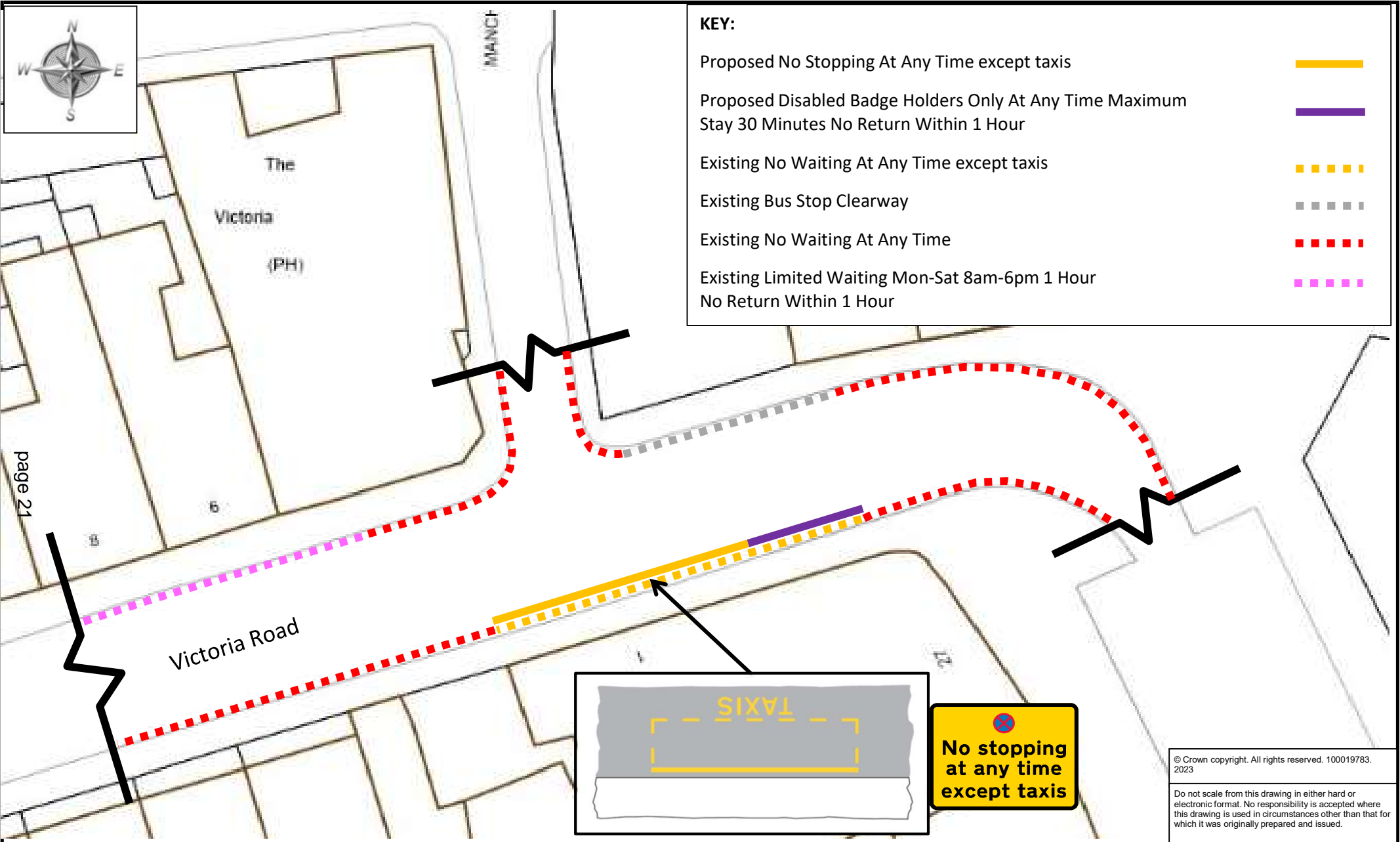


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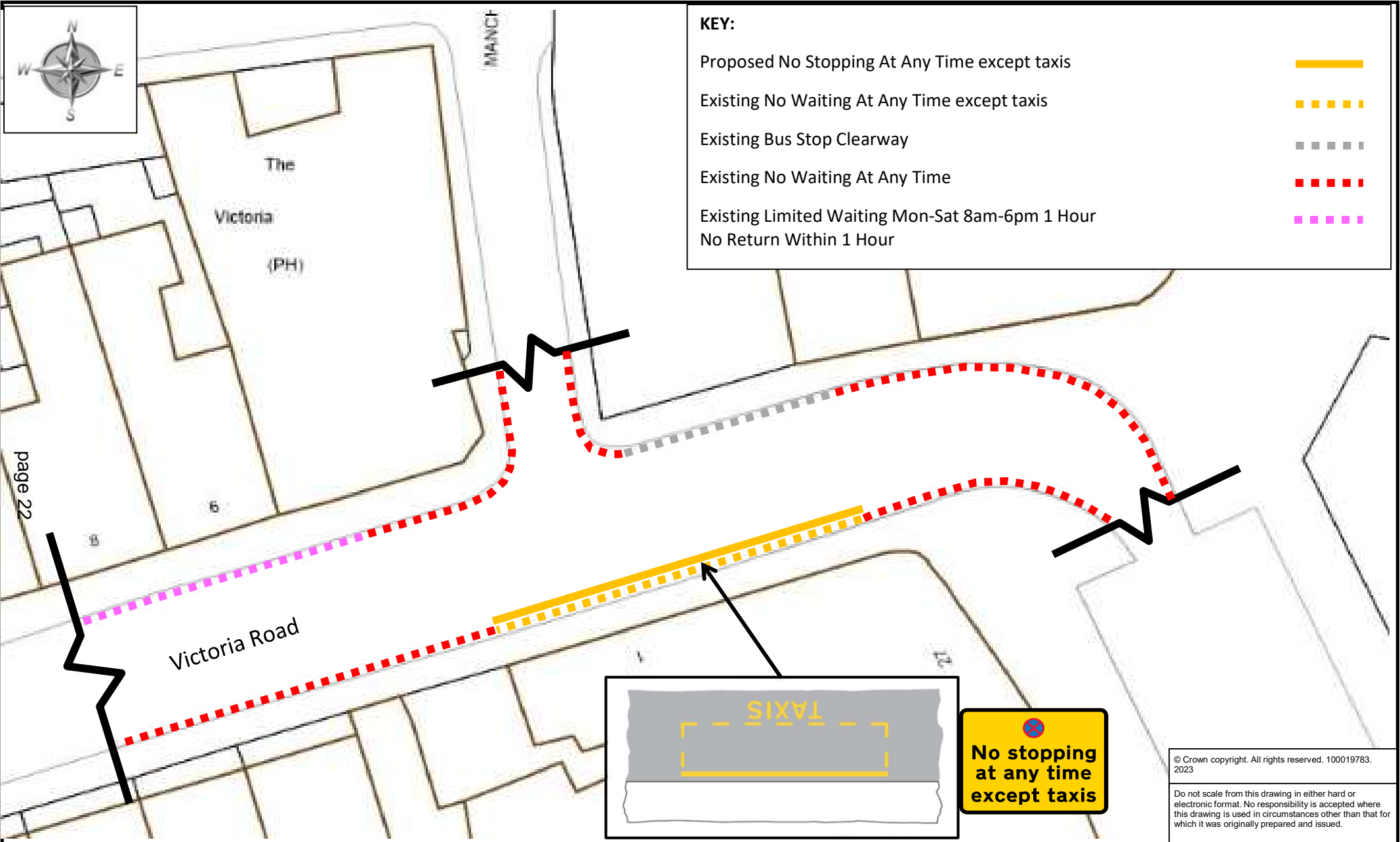
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	<div>DRAWING</div> <div>EAST DEVON TAXI RANK REVIEW</div>	<div>date</div> <div>21-Feb-2023</div>	<div>O.S.Ref</div> <div>300129, 81047</div>
		<div>drawing number</div> <div>ENV6060/02 (A)</div>	



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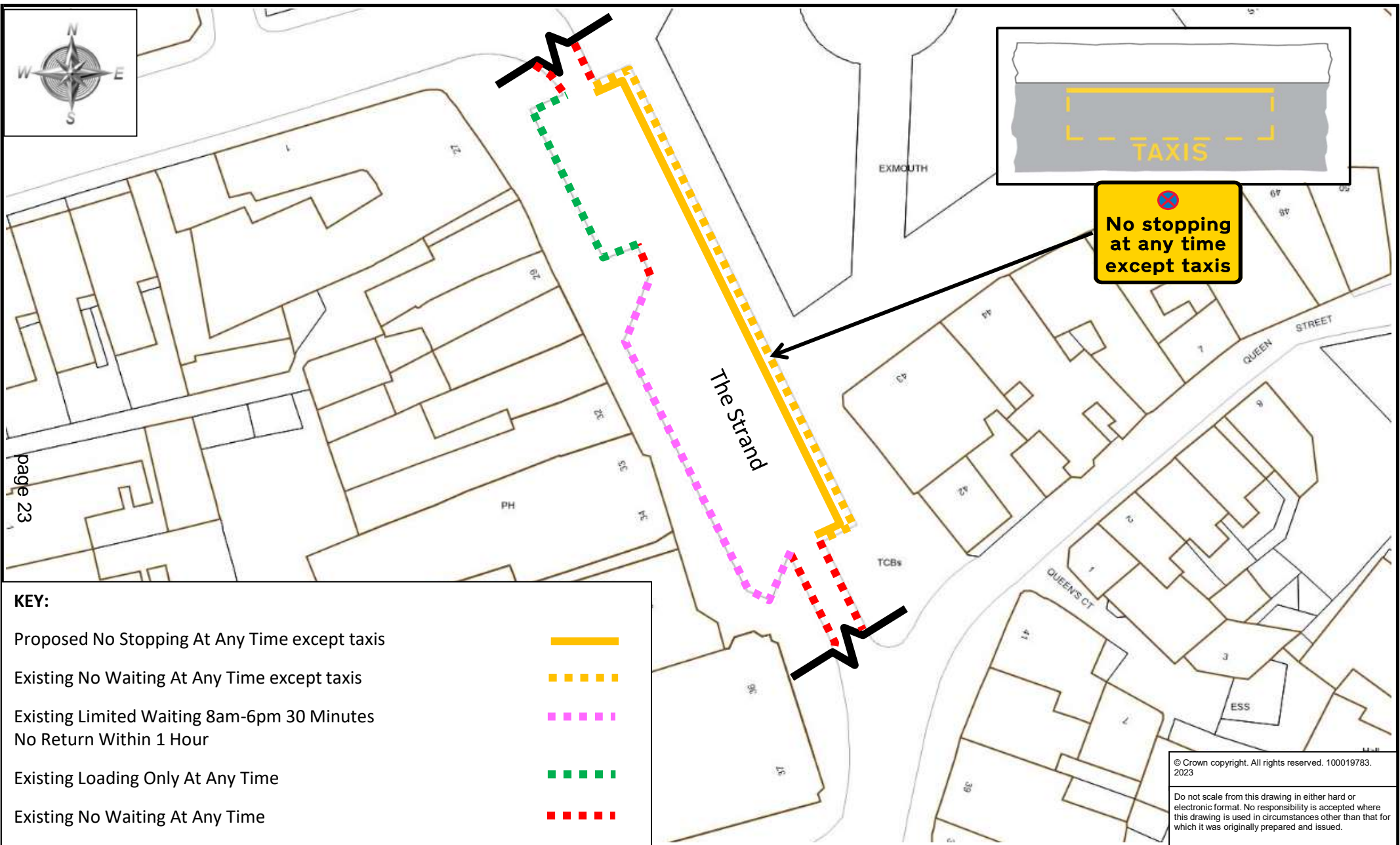
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			drawing number	ENV6060/03 (A)		




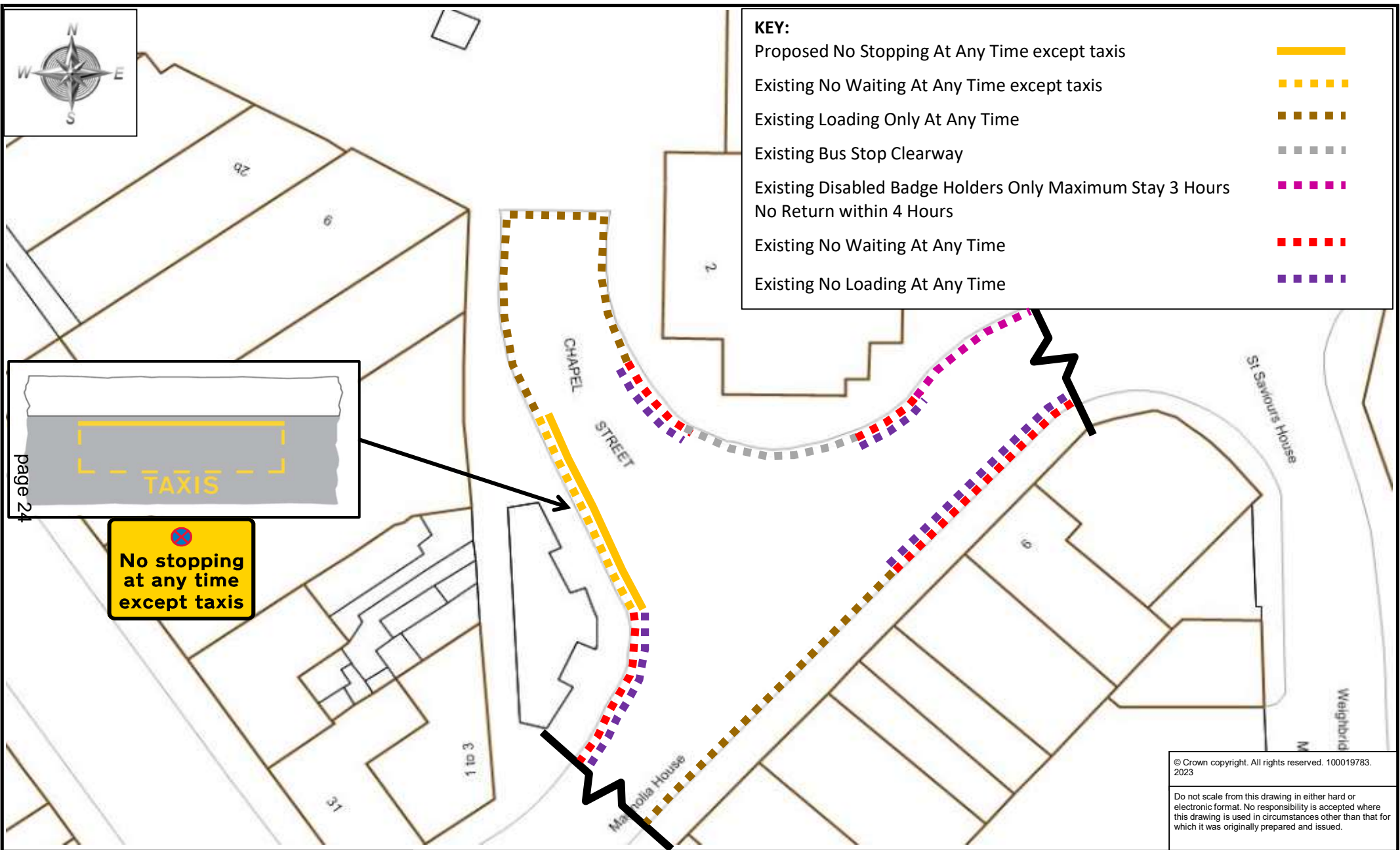
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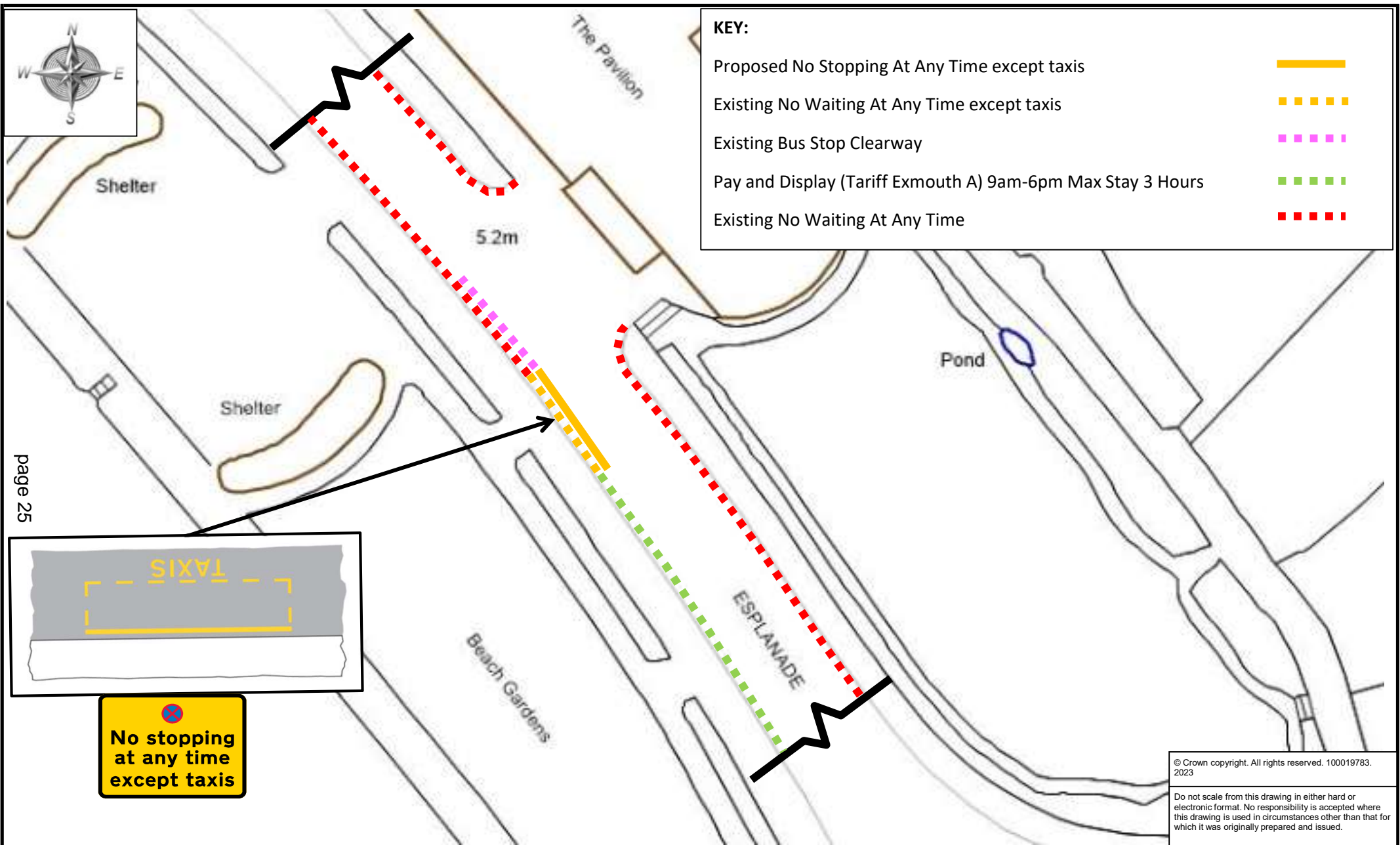
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drawing number			ENV6060/03 (A)	



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				drawing number		
				ENV6060/04 (A)		



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drawing number	
ENV6060/05 (A)	



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ENV6060/06 (A)	

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Telephone 0345 155 1004

SCHEME	ESPLANADE, EXMOUTH
DRAWING	EAST DEVON TAXI RANK REVIEW



Park

KEY:

Proposed No Stopping At Any Time except taxis



Existing No Waiting At Any Time except taxis



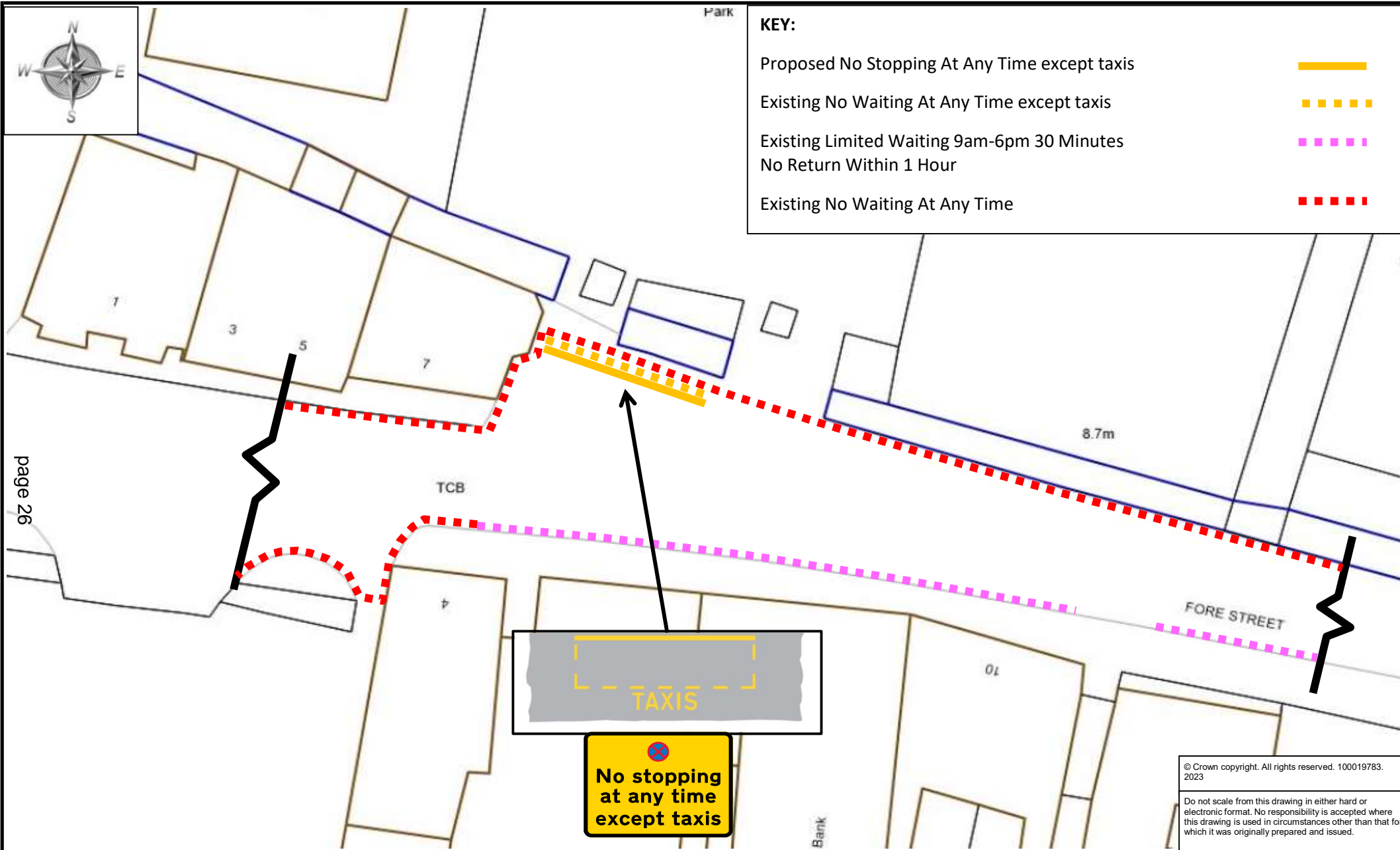
Existing Limited Waiting 9am-6pm 30 Minutes
No Return Within 1 Hour



Existing No Waiting At Any Time



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Telephone 0345 155 1004

SCHEME

FORE STREET, BUDLEIGH SALTERTON

DRAWING

EAST DEVON TAXI RANK REVIEW

drawn by

ML

scale

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21-Feb-2023

O.S.Ref

306409, 81902

drawing number

ENV6060/07 (A)



**No stopping
at any time
except taxis**

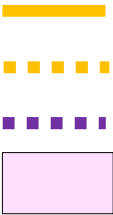
KEY:

Proposed No Stopping At Any Time except taxis

Existing No Waiting At Any Time except taxis

Existing Disabled Badge Holders Only At Any Time

Existing No Waiting At Any Time Zonal



Market
House

page 27

PL

4.3m

New Street

PG

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HALL, TOPSHAM ROAD, EXETER, EX2 4QD

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SCHEME

NEW STREET, SIDMOUTH

DRAWING

EAST DEVON TAXI RANK REVIEW

drawn by

ML

scale

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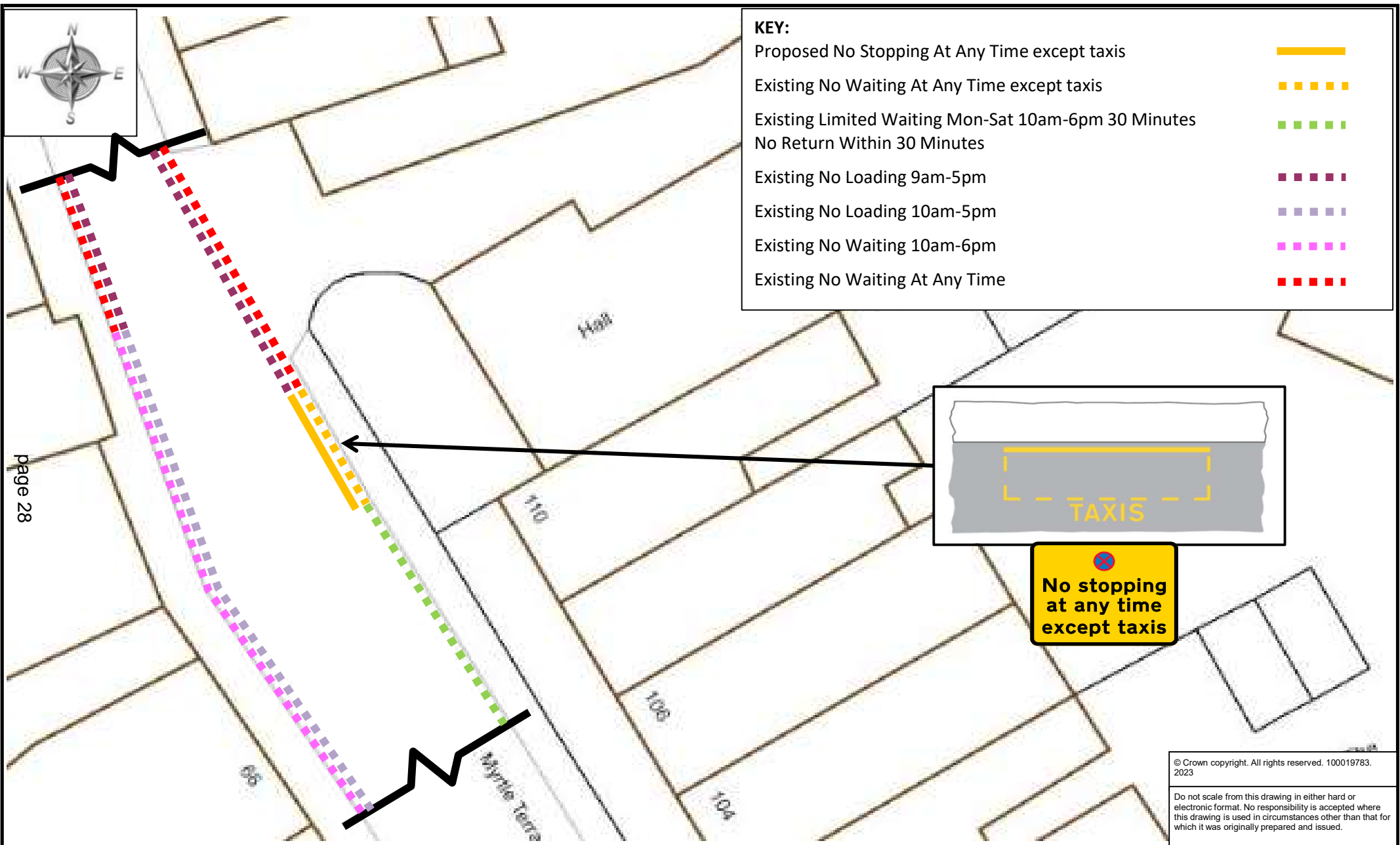
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O.S.Ref

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drawing number

ENV6060/08 (A)



KEY:

Proposed No Stopping At Any Time except taxis	
Existing No Waiting At Any Time except taxis	
Existing Limited Waiting Mon-Sat 10am-6pm 30 Minutes No Return Within 30 Minutes	
Existing No Loading 9am-5pm	
Existing No Loading 10am-5pm	
Existing No Waiting 10am-6pm	
Existing No Waiting At Any Time	

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drawing number	
ENV6060/09 (A)	

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Telephone 0345 155 1004

SCHEME	HIGH STREET, SIDMOUTH
DRAWING	EAST DEVON TAXI RANK REVIEW

**KEY:**

Proposed Revocation No Waiting At Any Time except taxis



Existing No Waiting At Any Time except taxis



Existing Bus Stop Clearway



Existing No Waiting At Any Time



page 29

Shelter

Club

Marine

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MANAGEMENT, LUCOMBE HOUSE, COUNTY
HALL, TOPSHAM ROAD, EXETER, EX2 4QD

Telephone 0345 155 1004

SCHEME

MARINE PLACE, SEATON

DRAWING

EAST DEVON TAXI RANK REVIEW

drawn by

ML

scale

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date

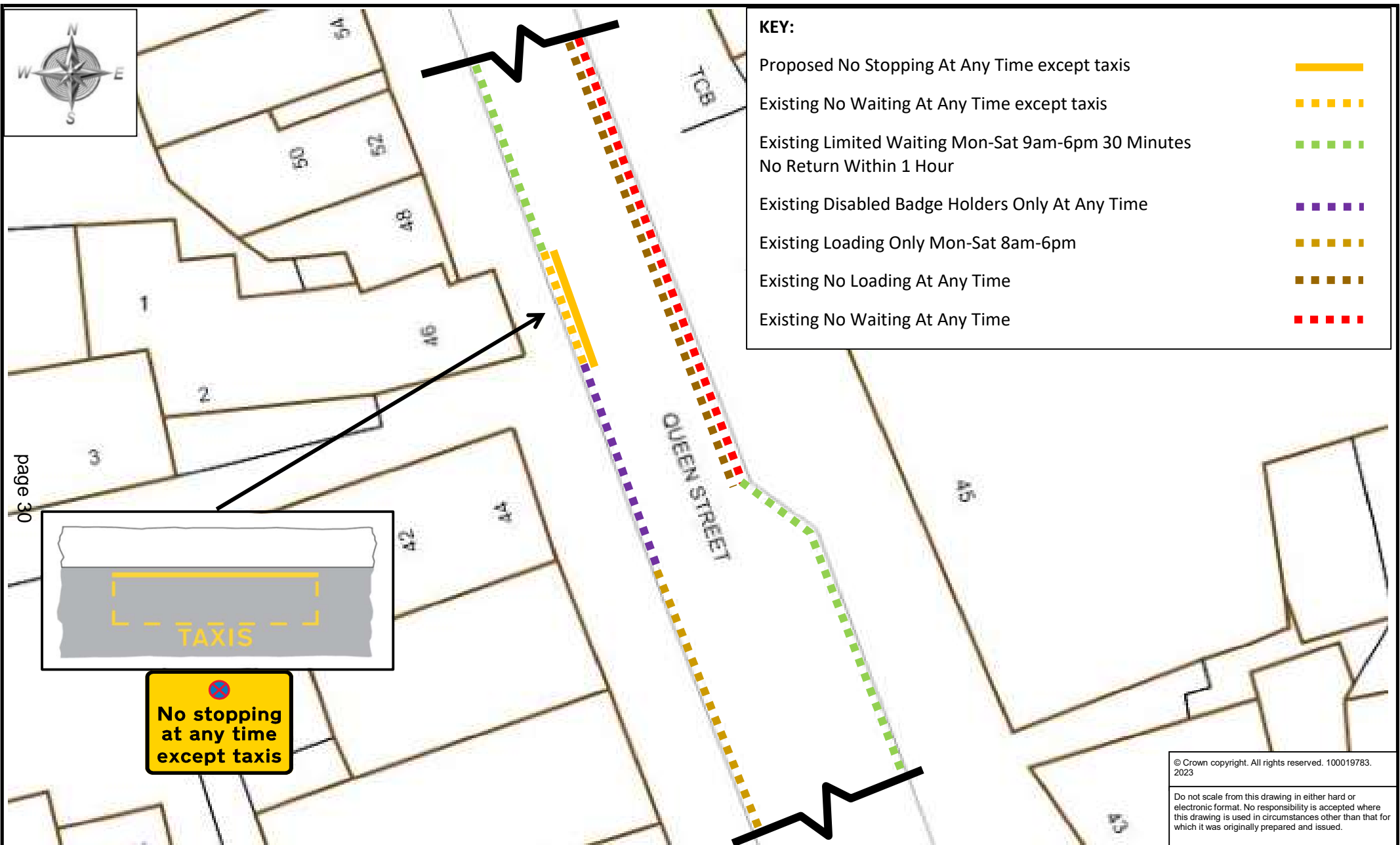
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drawing number

ENV6060/10 (A)



page 30

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	<p>EAST DEVON TAXI RANK REVIEW</p>	<p>21-Feb-2023</p>	<p>299973, 80911</p>

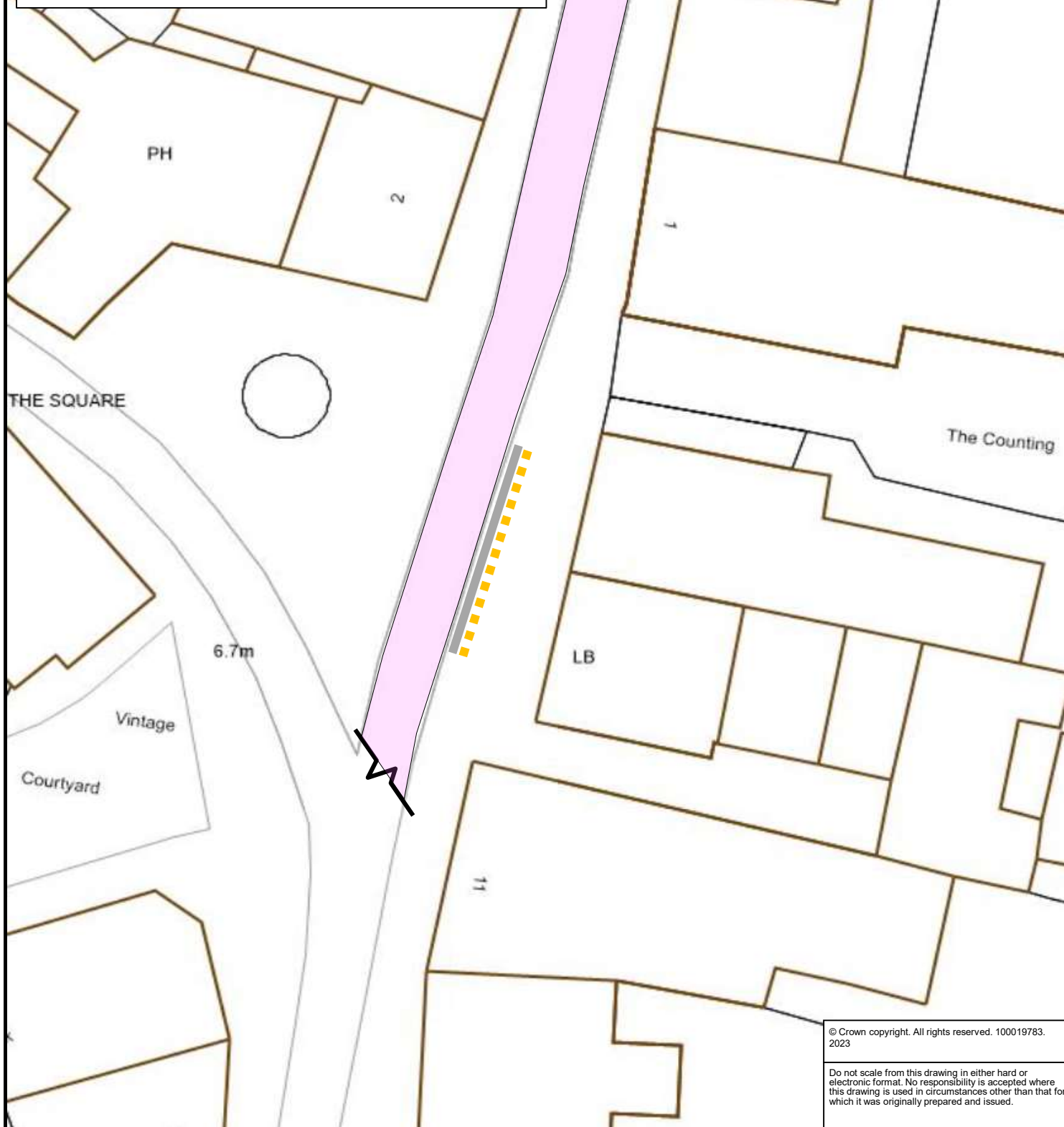
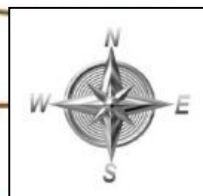
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<p>drawing number</p> <p>ENV6060/11 (A)</p>

KEY:

Proposed Revocation No Waiting At Any Time
except taxis Mon-Sat midnight -3am and
9pm-midnight and Sun midnight-3am

Existing No Waiting At Any Time except taxis
Mon-Sat midnight-3am and 9pm-midnight
and Sun midnight-3am

Existing No Waiting At Any Time Zonal



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Transport

TRAFFIC MANAGEMENT TEAM
DEVON HIGHWAYS
GREAT MOOR HOUSE,
BITTERN ROAD,
EXETER,
EX2 7NL
Telephone 0345 155 1004

SCHEME

FORE STREET, SEATON

DRAWING

EAST DEVON TAXI RANK REVIEW

drawn by

ML

scale

NTS

date

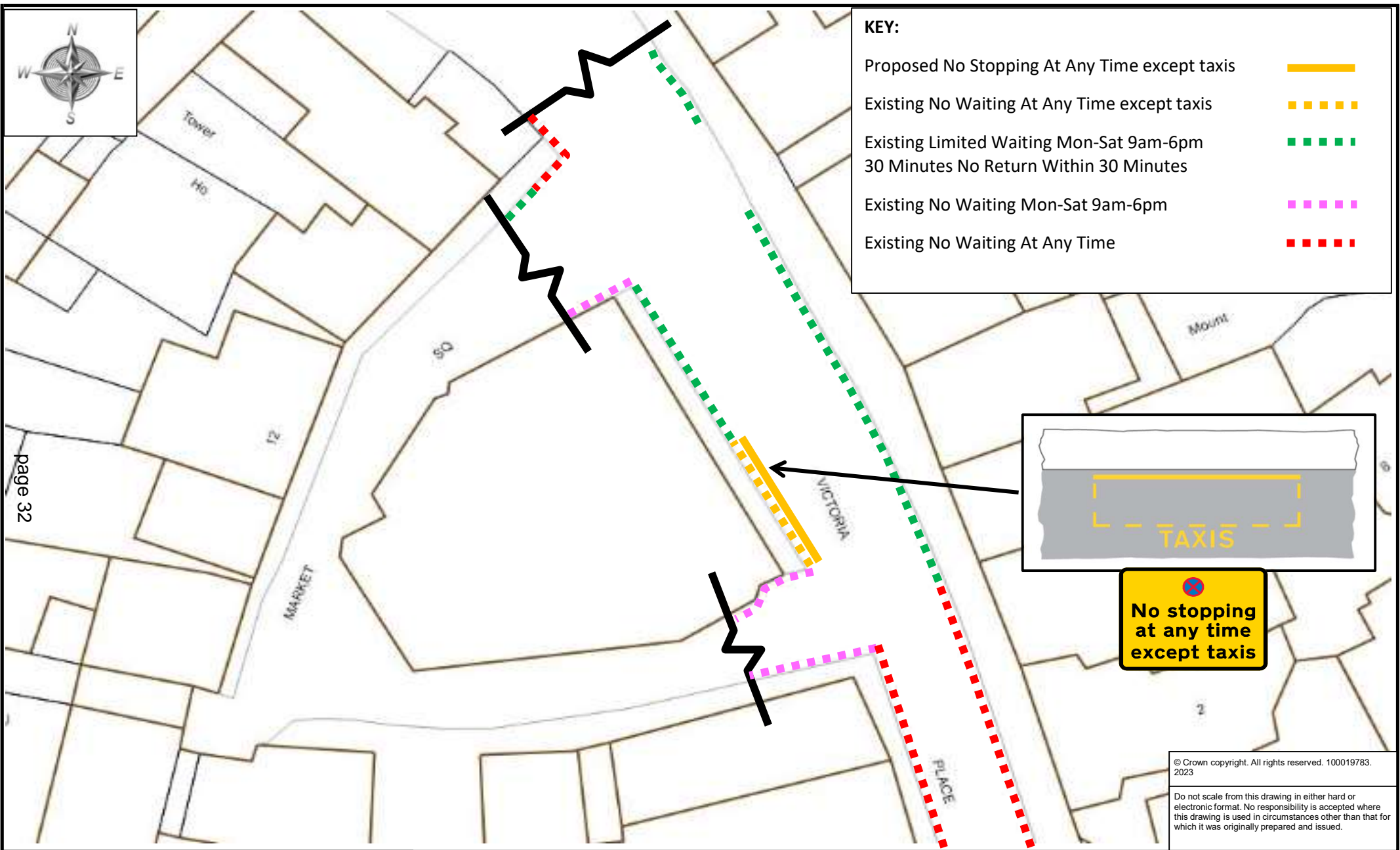
02-Mar-2023


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drawing number

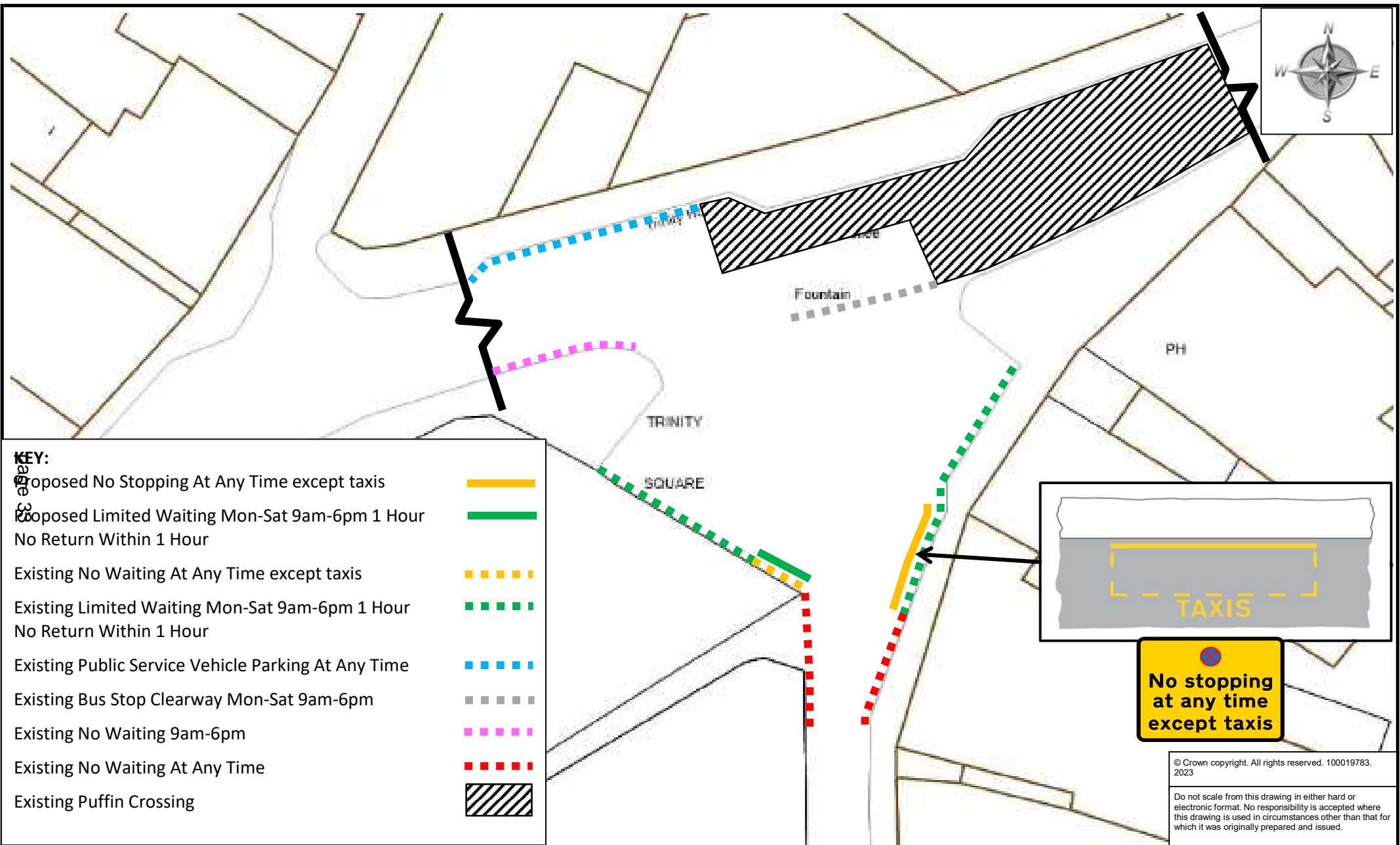
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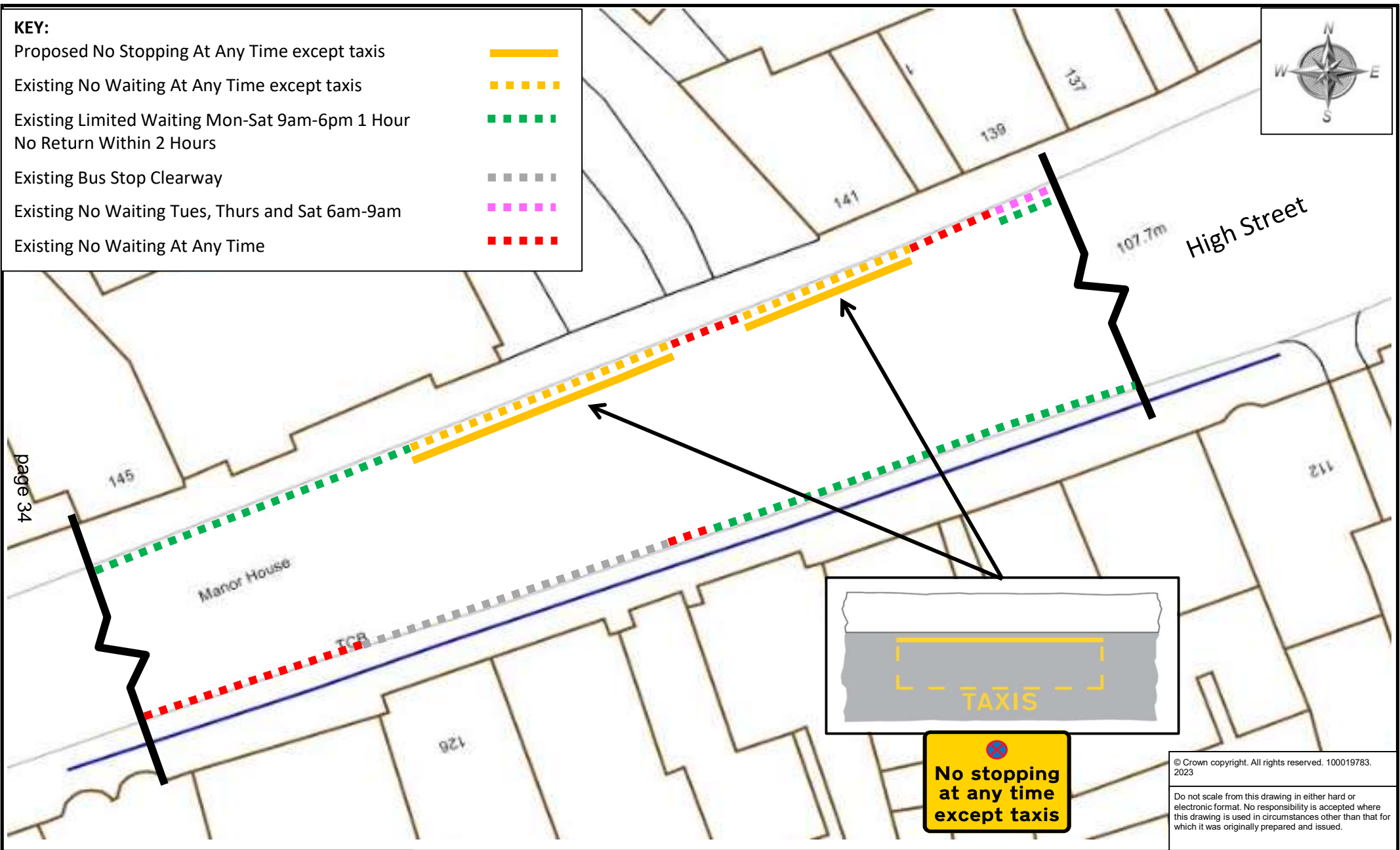


<div><p>Meg Booth - Director of Climate Change, Environment and Transport</p><p>TRAFFIC ORDERS & POLICY TEAM DEVON COUNTY COUNCIL, HIGHWAY MANAGEMENT, LUCOMBE HOUSE, COUNTY HALL, TOPSHAM ROAD, EXETER, EX2 4QD</p><p>Telephone 0345 155 1004</p></div>	SCHEME		VICTORIA PLACE, AXMINSTER		drawn by	scale
					ML	NTS
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					21-Feb-2023	329723, 98614
				drawing number		ENV6060/13 (A)

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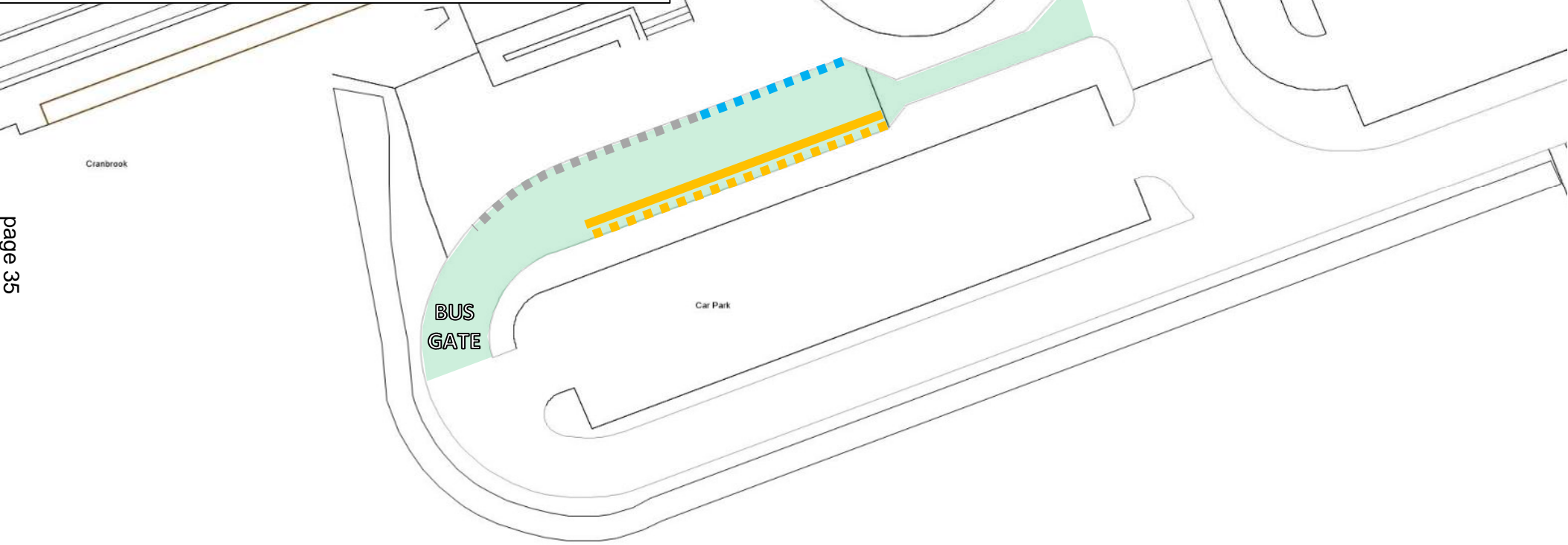
Meg Booth - Chief Officer for Highways, Infrastructure Development & Waste

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DEVON COUNTY COUNCIL, HIGHWAY MANAGEMENT, LUCOMBE HOUSE, COUNTY HALL, TOPSHAM ROAD, EXETER, EX2 4QD

Telephone 0345 155 1004

SCHEME	HIGH STREET, HONITON
DRAWING	EAST DEVON TAXI RANK REVIEW

- KEY:**
- Proposed No Stopping At Any Time except taxis
 - Existing No Waiting At Any Time except taxis
 - Existing Existing No Stopping Except Drop Off & Pick Up Max Stay 5 Mins
 - Existing Bus Stand No Stopping Except Buses At Any Time
 - Existing Pedestrian and Cycle Zone



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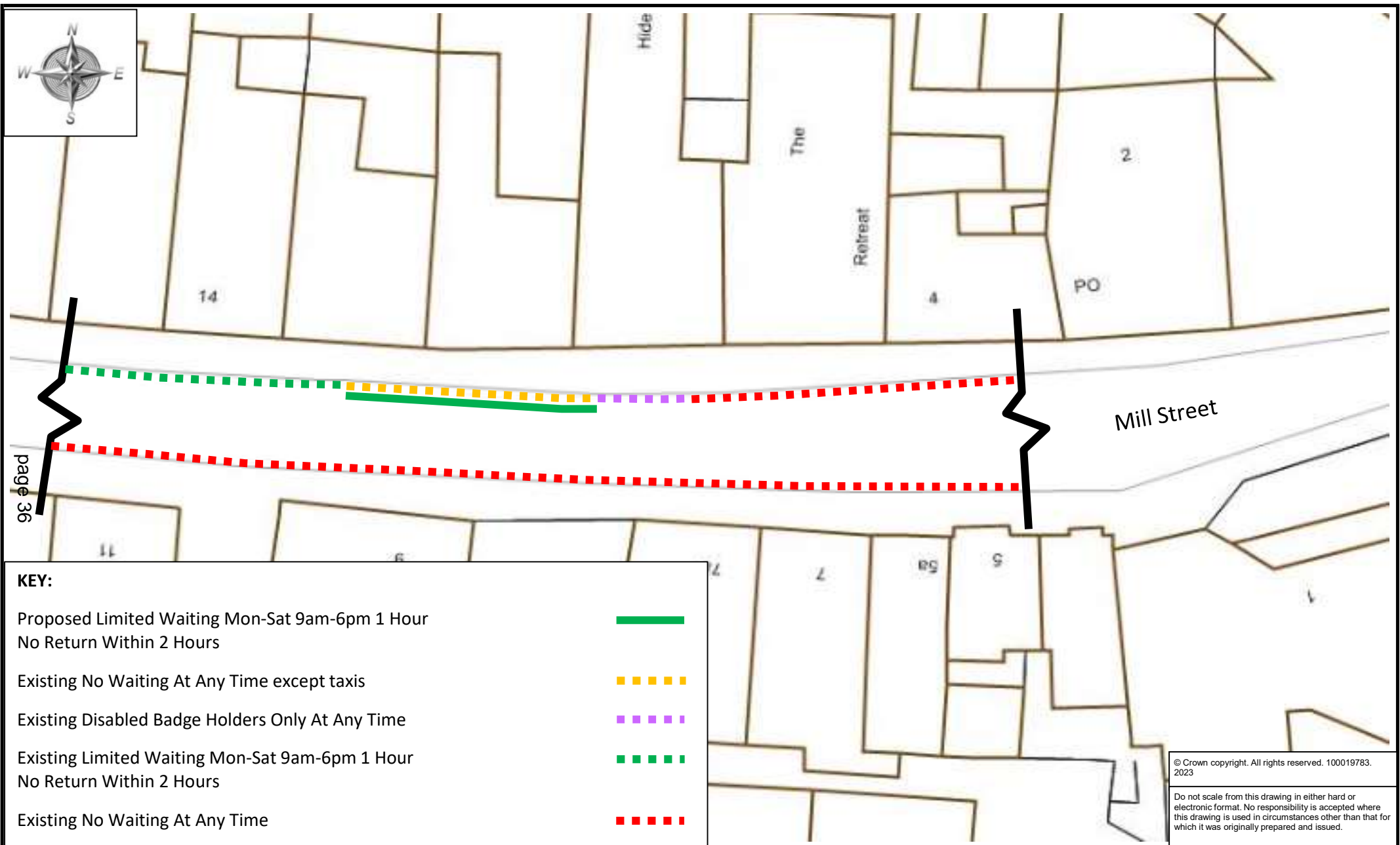


Meg Booth - Chief Officer for Highways, Infrastructure Development & Waste

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Telephone 0345 155 1004

SCHEME	BURROUGH FIELDS, CRANBROOK
DRAWING	EAST DEVON TAXI RANK REVIEW



KEY:

Proposed Limited Waiting Mon-Sat 9am-6pm 1 Hour
No Return Within 2 Hours

Existing No Waiting At Any Time except taxis

Existing Disabled Badge Holders Only At Any Time

Existing Limited Waiting Mon-Sat 9am-6pm 1 Hour
No Return Within 2 Hours

Existing No Waiting At Any Time



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HALL, TOPSHAM ROAD, EXETER, EX2 4QD

Telephone 0345 155 1004

SCHEME

MILL STREET, OTTERY ST MARY

DRAWING

EAST DEVON TAXI RANK REVIEW

drawn by

ML

scale

NTS

<i>date</i>

21-Feb-2023

	<i>O.S.Ref</i>
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299973, 80911

drawing number

ENV6060/17 (A)

Date:
 Direct phone: 01404 515616
 Direct email: licensing@eastdevon.gov.uk
 Our ref:



Dear Sir or Madam

Re Proposed Amendments to Taxi ranks in East Devon

The Licensing Authority is contacting you as a number of minor amendments and improvements to taxi ranks have been proposed following a review of the taxi ranks in East Devon by Devon County Council Highways and District Council Licensing Officers. The majority of the proposals are in respect of plans to upgrade the status of the ranks in local traffic orders, and to improve marking and signage, and as such are very welcome. Additionally several proposals include recommendations for amendment of existing taxi ranks as summarised below:

- Proposal 3: Victoria Road Exmouth: Removal of one car space on the existing taxi rank to facilitate a time-limited disabled space (as well as upgrade of the rank designation to 'no stopping at any time');
- Proposal 10: Marine Place Seaton: Removal of the existing rank to facilitate development works, and relocation to Castle Hill. This proposal was previously consulted upon and approved and is due to be actioned shortly;
- Proposal 14: Silver Street, Axminster: Relocation of the existing rank to outside the bank in order to improve visibility of the rank (as well as upgrade of the rank designation to 'no stopping at any time');

INVESTORS IN PEOPLE™
 We invest in people Platinum

Blackdown House, Border Road, Phone: 01404 515616
 Heathpark Industrial Estate, Email: csc@eastdevon.gov.uk
 Honiton, EX14 1EJ [@eastdevon](http://eastdevon.gov.uk)
 DX 48808 Honiton

Download the free East Devon App
 to access council services at
eastdevon.gov.uk/app

Proposal 17: Mill Street Ottery St Mary: Removal of the taxi rank space and conversion to 'Limited Waiting Mon-Sat 9am-6pm 1 Hour No Return Within 2 Hours'.

A copy of the written proposals and plans for the proposals are included for your consideration with this letter.

The Licensing Authority would like to hear from local taxi drivers and taxi companies on the proposed changes before any further steps are taken. If you would like to comment on these proposed changes, please either write or email the licensing team at East Devon District Council (responses by telephone cannot be considered).

You can email Licensing@eastdevon.gov.uk. The last date for responses to make a written comment is by 5pm on 8th January 2024.

Many thanks and kind regards

The Licensing Team

East Devon District Council

Taxi Rank Consultation

Comments and Responses

Consultation period: 24.11.2023 to 08.01.2024



Report of Taxi Rank Consultation Comments

The table below shows the responses to the recent taxi rank consultation.

Representee	Comments
Axminster taxi driver	I have spoken to the owner of the Lyme Street Car Park, apparently he is open to the suggestion of having two bays allocated for taxis. Please can you look into this as I believe it would greatly help.
Exmouth taxi driver	As an exmouth taxi driver I fully object to the proposal for Victoria road, to replace even part of it with a permanent disabled space would cause chaos down there as there is a bus stop opposite where coaches drop off and park for quite a while so if there was a car parked there too no one would be able to get around the corner by tsb and garners, at least with it being a taxi rank overflow it is normally clear and on the occasions that there are taxis there they will move if there's a bus there, if there's a disabled car parked there you'd have to try and find the driver to move the car
Budleigh Salterton taxi driver	On the subject of taxi ranks, our smaller Exmouth one on imperial road (outside Capels) always has cars parked on which makes it difficult to pick up most of the time - is there anyone to report this too etc? I often use this one when the main big rank is on overflow.
Sidmouth taxi driver	I would like to record my objection to removing the Rank in Ottery St Mary.
Exmouth taxi driver	In my opinion, the proposal of a time limited disabled space would be better situated at the front of the Taxi rank as no taxis use either position 1 or 2. The first position used would be position 3 as it is parallel to the walk down from Rolle Street, therefore leaving 1 & 2 empty.
Local authority	I understand that any alterations to taxi ranks need to be processed by East Devon District Council, though if the wish is to provide additional parking they would need to liaise with us the default underlying restriction here is 'No Waiting at Any Time' which should be replaced by an extension of the 'Limited Waiting Mon-Sat 9am-6pm 1 Hour No Return Within 2 Hours'
Local authority	Please see below an email received regarding the change of a taxi rank in Mill Street, Ottery St Mary to parking spaces (in the row above, in this table). Would this be possible? I have received a further email from another resident asking for the loading bay in Mill Street to also be changed to parking spaces as the Cost Cutter shop no longer exists.
East Devon Taxi Association.	Ref :Proposed Disabled Badge Holders Only space on the Victoria Road Taxi Rank. In my opinion this would disrupt the natural flow of the Taxi rank. A.j's Taxis on average have Ten cars out during the day and if none of these cars were on a job would fill the Taxi rank and overflow on Victoria road even without any other firms wanting to get on it. I think a better idea would be to use the first space of the taxi rank on The Strand (outside Spoken). His space is never used by Taxi drivers and would not stop the flow of taxis. The reason this space is never used is because if we wait there 9 times out of ten the taxi behind will get a passenger before you because if the public are walking across the Strand to the taxi rank (along the side of Spoken) they ignore the first taxi because it is almost out of sight and jump in the second one which is in the line of sight. This space is often used by cars dropping off and vans doing deliveries never by Taxis. Supporting photos below:



GOVERNMENT (MISCELLANEOUS PROVISIONS ACT) 1976 PROPOSED REMOVAL & ESTABLISHMENT OF HACKNEY CARRIAGE RANKS

NOTICE is hereby given that the East Devon District Council proposes the following upgrades and amendments as described in the schedule below:

SCHEDULE

Imperial Road, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time.

Parade, Exmouth

Recommendation: Upgrade rank to No Stopping 6pm-8am except taxis. Existing loading bay restriction to remain 8am-6pm.

Victoria Road, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time, with an additional proposal to install a time limited disabled bay.

The Strand, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time.

Chapel Street, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time.

Esplanade, Exmouth

Recommendation: Upgrade rank to No Stopping At Any Time.

Fore Street, Budleigh Salterton

Recommendation: Upgrade rank to No Stopping At Any Time.

New Street, Sidmouth

Recommendation: Upgrade rank to No Stopping At Any Time.

High Street, Sidmouth

Recommendation: Upgrade rank to No Stopping At Any Time.

Marine Place, Seaton

Recommendation: Taxi rank to be removed to revert back to No Waiting At Any Time.

Queen Street, Seaton

Recommendation: Upgrade rank to No Stopping At Any Time.

Fore Street, Seaton

Recommendation: Taxi rank to be removed to revert back to No Waiting At Any Time.

Victoria Place, Axminster

Recommendation: Upgrade rank to No Stopping At Any Time.

Silver Street, Axminster

Recommendation: Relocate existing echelon bay to a new location outside the bank to improve accessibility.

High Street, Honiton

Recommendation: Upgrade ranks to No Stopping At Any Time.

Burrough Fields, Cranbrook

Recommendation: Update new No Waiting taxi rank installed as part of the train station works.

Mill Street, Ottery St Mary

Recommendation: Taxi Rank to be removed to revert to Limited Waiting Mon-Sat 9am-6pm, 1 Hour No Return Within 2 Hours.

Representations regarding the proposed removal and establishment of the Hackney Carriage ranks should be sent in writing to the undersigned by not later than noon on **INSERT DATE HERE**.

Plans showing the location of the ranks shall be made available for viewing at the Council Offices, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ at all reasonable hours be open to public inspection without payment. Alternatively, the information can be viewed on the Licensing pages of the District Council's website at [Have Your Say Today - East Devon Engagement Hub - Commonplace](#) or at licensing@eastdevon.gov.uk

Report to: Licensing and Enforcement Committee

Date of Meeting 13th March 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release: N/A



Proposed hackney carriage fare tariff review

Report summary:

The Licensing & Enforcement Committee are asked to consider authorising a full review of both East Devon District Council's hackney carriage table of fares and the procedure used by the Council to calculate and set the table of fares.

This report outlines the next steps to be taken were a full fare review agreed and includes a proposal to carry out a fact-finding survey of the East Devon taxi trade to assist with outlining a set procedure for calculating the cost of running a taxi in the district and determining an appropriate table of fares.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

That the Licensing & Enforcement Committee determine whether a full review of both the East Devon hackney carriage fare tariff and the procedure used by the Council to calculate and set the table of fares is appropriate.

That the Licensing & Enforcement Committee consider whether to authorise the launch of a fact-finding survey, to ask East Devon hackney carriage drivers and proprietors for information about the costs of running a taxi in the district.

That the Licensing & Enforcement Committee consider whether a review of the procedure used to calculate fares can be undertaken, based upon the methodology and fare setting calculator developed by Guildford Borough Council, adjusted for local considerations.

Reason for recommendation:

To enable the taxi trade within East Devon to continue to operate economically whilst still maintaining an efficient, safe and cost-effective service for service users.

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Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☒ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Communications and Democracy
- ☐ Economy

- ☐ Finance and Assets
- ☐ Strategic Planning
- ☐ Sustainable Homes and Communities
- ☐ Culture, Leisure, Sport and Tourism

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk

Links to background information

1. [Local Government \(Miscellaneous Provisions\) Act 1976 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1976/69)
2. [link-magazine-issue-8-fv.pdf \(instituteoflicensing.org\)](https://www.instituteoflicensing.org/link-magazine-issue-8-fv.pdf)
3. [National Minimum Wage and National Living Wage rates - GOV.UK \(www.gov.uk\)](https://www.gov.uk/national-minimum-wage-rates)
4. [Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/taxi-and-private-hire-vehicle-licensing-best-practice-guidance-for-licensing-authorities-in-england)

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ Better homes and communities for all
- ☐ A greener East Devon
- ☒ A resilient economy

Report in full

1. **Current table of maximum fares – tariffs and charges**

- 1.1. The Licensing & Enforcement Committee are asked to consider authorising a full review of East Devon District Council's hackney carriage table of maximum fares.
- 1.2. Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 permits District Council's to set a fare tariff for hackney carriages licensed within the district and East Devon District Council, in common with most other Councils, have used this power for many years.
- 1.3. One of the roles of the Licensing & Enforcement Committee, under Section 2.5.5.(c) of East Devon District Council's Constitution, is to consider and determine amendments to the hackney carriage fare tariff.
- 1.4. East Devon's current hackney carriage fare table is attached at **APPENDIX A** of this report and sets out the maximum costs and fares that drivers may charge the public for journeys taken in a taxi. Although the maximum fares cannot be exceeded, it is possible to charge lower than the metered fare at the driver's discretion.
- 1.5. The current taxi fare tariff sets out the maximum fares that can be charged on the Weekday Daytime Rate (Tariff 1), Evening, Night & Sunday rate (Tariff 2) and Bank Holiday, Christmas and New Year rate (Tariff 3).

- 1.6. The current fare tariff table came into effect from the 7th December 2022 following the Licensing & Enforcement Committee's resolution, on that date, to adopt the fare tariff table with immediate effect.
- 1.7. That decision was made following a request from hackney carriage drivers and proprietors for a fare increase followed by a full consultation with the East Devon taxi trade and gave effect to a 15% increase to Tariff 1 and a 20% increase to both Tariffs 2 and 3.
- 1.8. At the Committee meeting on the 7th December 2022 it was noted that the taxi trade in East Devon had, at that time, received three fare increases within two years. It was resolved that any further requests for increasing the hackney carriage fare tariff were to be made on an annual basis to allow for a period of twelve months prior to considering any further request for a review.

2. Request from the East Devon taxi trade for consideration to be given to a fare increase

- 2.1. A period of more than twelve months has now elapsed since the last fare tariff review and several requests have been received from the taxi trade asking that consideration be given to a further fare rise.
- 2.2. The reasons they have stated are that an increase to the National Minimum Wage will be coming into effect from the 1st April 2024 and that the costs of running a taxi have increased since the last fare review.
- 2.3. A request has also been received from the taxi trade asking that any potential fare rise be considered with due regard to the "Guildford Method".
- 2.4. The Licensing Manager and Licensing Officer attended the East Devon Taxi Association meeting on the 12th December 2023 where taxi fares were amongst the topics discussed. This is a trade association meeting open to all East Devon licensed hackney carriage drivers and proprietors and the Licensing Team are an invited attendee.
- 2.5. The consensus of the 11 taxi trade members present at the meeting was that a fare rise was necessary and, after the Licensing Manager and Officer left the meeting, it is understood that a vote was taken to determine whether a formal request for a fare increase should be made.
- 2.6. It is understood that following the vote, the Taxi Association agreed to request a fare increase of 15% and the minutes of the East Devon Taxi Association meeting on the 12th December 2023 state that:

"A meter increase was also discussed and put to a vote. Suggested was 5, 10, 15 and 20% with members voting for a meter increase of 15% along with a yearly review on fares to be put to EDDC".
- 2.7. The trade association's request is therefore put to the Licensing & Enforcement Committee for consideration. The Committee are asked to consider whether a fare review is appropriate at this time and how any review should be conducted.
- 2.8. To assist the Licensing & Enforcement Committee in deciding whether a fare review is appropriate at this time, a comparison of the current hackney carriage fares charged by surrounding Licensing Authorities for a 2-mile journey (compiled using statistics taken from the Private Hire & Taxi Monthly magazine) is included at **APPENDIX B** of this

report. Committee members are asked to note that, it isn't appropriate to consider a fare review based solely on the position of one Council in comparison to others as authorities differ in size, geography and make-up. Cost factors (such as dead mileage for example) may differ greatly between districts.

- 2.9. In addition, a Fuel Price Analysis table (which has been compiled using AA fuel price reports) showing monthly average fuel costs since the last fare rise is included at **APPENDIX C**. Committee members are asked to note that fuel is only one of the cost considerations relevant to the setting of hackney carriage fares.

3. **Proposal to implement a procedure for calculating hackney carriage fares in East Devon**

- 3.1. Since the East Devon Taxi Association meeting on the 12th December 2023, Officers have given consideration to both the request for a fare rise and the request for the fare rise to be calculated in accordance with the "Guildford Method".
- 3.2. These requests have been considered with due regard to the guidance relating to taxi fare rates contained in the Department for Transport's "Taxi and Private Hire Vehicle Licensing Best Practice Guidance for Licensing Authorities in England" (hereafter referred to as the Best Practice Guidance) which was last updated on the 17th November 2023.
- 3.3. The Best Practice Guidance can be viewed through link number 4 in the "links to background information" section of this report and states the following in relation to the setting of taxi fares:

Maximum fare rates should be designed with a view to practicality and reviewed regularly, including any variability of the fare rates dependent on time of day or day of the week. Authorities should consider adopting a simple formula for deciding on fare changes as this will increase understanding and improve the transparency of the process for passengers. The Department recommends that in reviewing fare rates, authorities should pay particular regard to the needs of the travelling public, with reference both to what it is reasonable to expect people to pay but also to the need to give taxi drivers the ability to earn a sufficient income and so incentivise them to provide a service when it is needed. There is likely to be a case for higher fare tariffs at times of higher demand to encourage more drivers to make themselves available or when the journeys are required at anti-social times.

To ensure that taxi tariffs reflect the costs of the trade they should be reviewed following significant changes in licensing fees and other major costs such as fuel. Regular reviews will assist drivers in maintaining their earnings and so continue to attract those seeking to become taxi drivers and provide existing licensed drivers with greater confidence to remain in the trade and plan for future investment in new vehicles. Regular reviews will also avoid large changes in fares for passengers that infrequent reviews are more likely to result in.

The Competition and Markets Authority recognised in its 2017 report the need for licensing authorities to be responsive to patterns of demand, that they:

"should monitor waiting times and consider adjusting the regulated fare cap to address mismatches between supply and demand. Addressing such mismatches is likely to benefit passengers".

(Taxi and Private Hire Vehicle Licensing Best Practice Guidance for Licensing Authorities in England)

- 3.4. Having given consideration to this guidance and in particular the section which states that "authorities should consider adopting a simple formula for deciding on fare changes", the Committee is asked to consider whether a more robust procedure for

calculating fares for hackney carriages can be put into place, based on a tried and tested method (and judicially reviewed with success) established by Guildford Borough Council (hereafter referred to as the “Guildford Method”).

- 3.5. This would provide the Licensing & Enforcement Committee with a clear and transparent method of reviewing the fare tariff table before considering any fare rise to ensure that any change to the fare would still meet the needs of the travelling public while also providing a sufficient income for taxi drivers.
- 3.6. The most recent fare reviews carried out by East Devon District Council have been calculated by increasing the table of maximum fares in line with the following considerations:
 - 3.6.1. Inflation – using information from the Office of National Statistics on the Consumer Prices Index and consumer price inflation rates.
 - 3.6.2. Fare comparison - using the National Taxi Tariff League Table published in the Private Hire and Taxi Monthly (PHTM) magazine.
 - 3.6.3. Trade Consultation.
 - 3.6.4. Trade Costs – using information provided by the East Devon Taxi Association, the Chair of the Taxi Association and local proprietors.
- 3.7. While this has offered an appropriate way of calculating fares in the past, the updated Best Practice Guidance and the request from the taxi trade for consideration to be given to the Guildford Method indicate that this may be an appropriate time to consider putting into place a clear and transparent procedure to set out how fares will be calculated by the Council.
- 3.8. It is therefore proposed that a Fare Setting Procedure be set out, based upon the fare setting guidance, methodology and fare calculator produced by Guildford Borough Council, adjusted to reflect local circumstances.
- 3.9. East Devon District Council would like to extend their thanks to Guildford Borough Council for agreeing to share their hackney carriage fare setting procedure with other local authorities.
- 3.10. Guildford Borough Council have set out a clear process to be used when calculating taxi fare tariffs and other fare table charges. An article titled “*A National Formula for Setting Hackney Carriage Fares*” written by the Licensing Team Leader of Guildford Borough Council and featured in Edition 8 of the Institute of Licensing’s Link magazine (dated Autumn 2020) gives an outline of their fare setting process and an overview of the formula used. This article can be viewed using link number 2 in the “links to background information” section of this report.
- 3.11. The Guildford Method includes a methodology (which sets out a process for determining and calculating relevant cost factors), a fare calculator (an excel spreadsheet which contains the formula for calculating the fares) and a fare table template.
- 3.12. The methodology takes into account the costs of running a licensed vehicle together with a salary for the driver to enable fares to be calculated at a rate which will allow drivers to cover costs and earn an average salary over time (based on the average mileage).

- 3.13. If a similar procedure were to be used by East Devon District Council, the methodology would require the Council to go to considerable lengths to try and ascertain all relevant factors and correct cost estimates for running a taxi in the district.
- 3.14. It is acknowledged that the total running costs associated with operating a taxi in East Devon may vary substantially to those associated with operating a taxi in Guildford and, were the Committee to agree to proceed with a similar methodology, the first step proposed would be to launch a fact-finding survey of the East Devon taxi trade to ascertain both the relevant factors involved in running a taxi in East Devon and an estimated cost for each factor.
- 3.15. It is acknowledged that it is not possible to calculate an exact cost of running a taxi in East Devon as many of the contributing costs are variable and will also be different for each driver. It is therefore intended to use the methodology set out by Guildford Borough Council together with information from the trade, data held by East Devon District Council, data from national statistics and data from other appropriate information sources to inform the locally adjusted calculations to be used in the Fare Setting Procedure.
- 3.16. In determining the relevant factors to be included in the procedure, consideration must be given to the fact that taxi proprietors often have differing business practices. It is accepted that running costs may vary between businesses and it is not intended to compensate some proprietors for bad business practice or for figures that differ greatly from the average.
- 3.17. When each salary, mileage and cost factor has been calculated, it is proposed to input these calculations into a "taxi fares calculator" included within the Fare Setting Procedure (and based on the fare calculator devised by Guildford Borough Council) to create a revised table of maximum fares.
- 3.18. It is hoped that the considerable work and time required to determine the methodology to be used in the Fare Setting Procedure and calculate the estimated cost figures would in turn provide a robust and transparent formula for future use when conducting fare reviews.
- 3.19. It is intended that once in place, the Fare Setting Procedure will enable the Council to carry out an annual review of the East Devon hackney carriage table of maximum fares. The taxi fares calculator included within the procedure would allow the inputted values to be adjusted as appropriate giving a less time consuming and less costly process for reviewing fares.
- 3.20. It is acknowledged that regular fare reviews assist drivers in maintaining their earnings and avoid sudden larger changes in fares for passengers. The taxi trade in East Devon have indicated through the East Devon Taxi Association that they are very much in support of yearly fare reviews going forward.

4. Update following East Devon Taxi Association meeting on 27th February 2024

- 4.1. On the 27th February 2024 the Licensing Manager and Licensing Officer attended a further meeting of the East Devon Taxi Association and gave an update regarding the association's request for a fare rise.
- 4.2. Officers advised the taxi association that a report would be taken to the Licensing & Enforcement Committee on the 13th March 2024 requesting permission to carry out a

full fare review using a more robust method of calculating fares for hackney carriages based on the Guildford Method.

- 4.3. It was acknowledged by the Officers present that the proposal to introduce a more robust method of calculating fares would involve a considerable amount of work and that time would be required to set up the methodology and calculate the estimated cost figures which would require full participation from the taxi trade in completing a fact-finding costs survey.
- 4.4. While the taxi drivers and proprietors present at the meeting understood the need for a simple formula to be adopted for calculating fares and could see the future benefits of this, they expressed their concerns regarding the ongoing cost of living crisis and the upcoming increase to minimum wage and were concerned about the timescales required for a full review of the hackney carriage fares and the loss of income they would face in the interim period.
- 4.5. Officers were asked by East Devon Taxi Association to pass on their concerns to the Licensing & Enforcement Committee and these are summarised as follows:
 - 4.5.1. East Devon Taxi Association reminded Officers that a request for a fare rise of 15% had been made following a vote at the Association's meeting on the 12th December 2023 and explained that since the last fare rise in 2022, costs had been consistently rising. The following costs were specifically mentioned:
 - 4.5.1.1. A rise in the National Minimum Wage and National Living Wage that is due to take effect on the 1st April 2024 (further details of the increase can be viewed using the link number 3 in the "links to background information" section of this report).
 - 4.5.1.2. An increase in road tax (this was quoted as being a 6% increase).
 - 4.5.1.3. An increase in office costs and system software fees (this was quoted as being a 10% increase).
 - 4.5.1.4. An increase in the hourly rate charged by local mechanics and garages (this was quoted as being a 20% increase)
 - 4.5.1.5. An increase in the cost of vehicle parts required for repairs. It was also mentioned that as vehicles are becoming increasingly more complex, so too are the repairs, parts and works required to maintain them.
 - 4.5.1.6. An increase in insurance costs (this was quoted as being between an 11% and 40% increase).
 - 4.5.1.7. An increase in the price of used cars (this was quoted as having gone from approximately £12/13,000 to purchase a suitable second-hand car in 2019 to £18/20,000 to purchase a similar second-hand car in 2024).
 - 4.5.1.8. An increase in fuel (this was quoted as having gone up by 3p in the last month).
 - 4.5.1.9. An increase in the number of tyres requiring replacement each year due to potholes and ruts in the road.

- 4.6. The Licensing & Enforcement Committee are reminded that while a fare rise has been requested by the East Devon Taxi Association, the East Devon taxi trade has not been consulted as a whole to determine whether they consider a fare review necessary.
- 4.7. All hackney carriage drivers and proprietors in East Devon are invited to the East Devon Taxi Association meetings and the Licensing Authority assist the association with sending invitations to the meetings. However, it is mainly representatives from the Exmouth and Honiton areas of the district who attend these meetings and representation from other areas of the district is poor.

5. Timescales and next steps

- 5.1. If the Licensing & Enforcement Committee are in agreement, it is proposed to launch a survey - relating to the cost of running a taxi in East Devon and for completion by East Devon hackney carriage drivers and proprietors - around the start of April 2024.
- 5.2. The survey would be published online to allow an easy and cost-free way for the taxi trade to participate. Information about the survey and fare review would be sent to the taxi trade by email. Alternative ways to respond would be provided upon request.
- 5.3. A draft of the survey is included at **APPENDIX D** of this report and sets out the type of questions that would be asked of the trade. This draft would be adapted to best suit an online survey that captures all data required.
- 5.4. The survey would detail the salary, mileage, and cost factors the Council intend to use to populate the fare calculator and would include an explanation as to how it is intended to calculate each cost figure together with a request for feedback.
- 5.5. It is recognised that members of the taxi trade are best placed to inform these calculations and full participation would be encouraged. Participants would be asked to provide feedback, information and supporting evidence in relation to each cost factor calculation and consider any costs that had not been included.
- 5.6. Some of the factors included within the survey (such as dead-mileage and garage costs) are very difficult to calculate and a reasonable figure can only be reached through constructive input from the trade.
- 5.7. Historically, a very low response rate has been recorded from the taxi trade in relation to consultations relating to fare reviews and yet Officers deal with considerable concerns from the trade who did not participate but are disappointed by the resulting fare tariff.
- 5.8. It is therefore hoped that, by undertaking a costs survey (which asks for feedback and engagement) before consulting on a revised fare tariff, the fare setting process would be made more transparent and quantifiable and encourage reasonable participation rates.
- 5.9. It is also intended that while the survey was live, the Licensing Manager and Licensing Officer would attend any meeting of the East Devon Taxi Association to which they are invited to take any questions in relation to the survey.
- 5.10. It is also proposed to arrange a Taxi Liaison Meeting at the Council's Offices during this period, to which all hackney carriage drivers and proprietors would be invited and which would include a question-and-answer session in relation to the survey.

- 5.11. If the Licensing & Enforcement Committee agree to the above proposals, the survey would be published for a period of 10 weeks during which responses could be made. Once the survey had closed, the results would be collated, and the information analysed.
- 5.12. Giving full regard to the results of the survey, all of the factors involved in running a taxi in East Devon would then be determined and used to inform a Fare Setting Procedure and calculations would be made to estimate a figure for each of the running costs identified. These figures would be inputted into a taxi fares calculator and used to produce a revised hackney carriage fare tariff table.
- 5.13. The full Fare Setting Procedure and a revised table of fares (together with full details of how each factor has been calculated) would then be brought before the Licensing & Enforcement Committee for consideration at the meeting scheduled for the 17th July 2024.
- 5.14. If, at that meeting, the Licensing & Enforcement Committee agreed to the Fare Setting Procedure and revised table of maximum fares (having ensured it gave full regard to the needs of the travelling public and what it is reasonable to expect people to pay, while also giving taxi drivers the ability to earn a sufficient income and incentivise them to provide a service when it is needed) the Committee would be given the opportunity to request the commencement of the fare setting process set out below:

6. Fare Setting Process and Legislative Considerations

- 6.1. The process for setting and revising hackney carriage fares is set out in the Local Government (Miscellaneous Provisions) Act 1976 and must be undertaken before a revised table of maximum fares can be brought into effect.
- 6.2. Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 allows the Council to set the maximum costs and fares that drivers may charge the public for journeys taken in a taxi and states that:

65 Fixing of fares for hackney carriages.

(1) A district council may fix the rates or fares within the district as well for time as distance, and all other charges in connection with the hire of a vehicle or with the arrangements for the hire of a vehicle, to be paid in respect of the hire of hackney carriages by means of a table (hereafter in this section referred to as a "table of fares") made or varied in accordance with the provisions of this section.

(2)

- a) When a district council make or vary a table of fares they shall publish in at least one local newspaper circulating in the district a notice setting out the table of fares or the variation thereof and specifying the period, which shall not be less than fourteen days from the date of the first publication of the notice, within which and the manner in which objections to the table of fares can be made.*
- b) A copy of the notice referred to in paragraph (a) of this subsection shall for the period of fourteen days from the date of the first publication thereof be deposited at the offices of the council which published the notice, and shall at all reasonable hours be open to public inspection without payment.*

- (3) *If no objection to the table of fares or variation is duly made within the period specified in the notice referred to in subsection (2) of this section, or if all objections so made are withdrawn, the table of fares or variation shall come into operation on the date of the expiration of the period specified in the notice or the date of withdrawal of the objection or, if more than one, of the last objection, whichever is the later.*
- (4) *If objection is duly made as aforesaid and is not withdrawn, the district council shall set a further date, not later than two months after the first specified date, on which the table of fares shall come into force with or without modifications as decided by them after consideration of the objections.*
- (5) *A table of fares made or varied under this section shall have effect for the purposes of the Act of 1847 as if it were included in hackney carriage byelaws made thereunder.*
- (6) *On the coming into operation of a table of fares made by a council under this section for the district, any hackney carriage byelaws fixing the rates and fares or any table of fares previously made under this section for the district, as the case may be, shall cease to have effect.*
- (7) *Section 236(8) (except the words “when confirmed”) and section 238 of the Local Government Act 1972 (except paragraphs (c) and (d) of that section) shall extend and apply to a table of fares made or varied under this section by a district council in England as they apply to byelaws made by a district council in England.*

- 6.3. Therefore, once a revised table of fares had been agreed by the Licensing & Enforcement Committee, arrangements would be made to publish a notice setting out the table of fares in at least one local newspaper specifying a period of at least fourteen days from the date of publication within which objections to the table of fares can be made. A copy of this notice would also be made available for inspection at East Devon District Council's Offices in both Honiton and Exmouth and on East Devon District Council's website.
- 6.4. If no objections were made (or if all objections made were withdrawn), the new table of fares would come into force on the date of the expiration of the objection period specified in the notice (or on the date the last objection is withdrawn).
- 6.5. If objections were received (and not withdrawn), the objections would be referred to the Licensing & Enforcement Committee for consideration and a further date, no later than two months after the first specified date, would be set upon which the table of fares would come into force with or without modification.

7. Conclusion

- 7.1. The East Devon hackney carriage table of maximum fares was last reviewed in mid-2022 and came into effect on the 7th December 2022.
- 7.2. Following requests from the East Devon taxi trade, the Licensing & Enforcement Committee are asked to determine whether a full review of the East Devon hackney carriage fare tariff can be undertaken at this time.
- 7.3. The Licensing & Enforcement Committee are also asked to consider whether a full review of the fare setting procedure is appropriate at this time with a view to producing

a Fare Setting Procedure based upon the methodology and fare setting calculator developed by Guildford Borough Council.

- 7.4. If a review of procedure is considered appropriate, the Licensing & Enforcement Committee are asked to authorise the launch of a survey of East Devon hackney carriage drivers and proprietors to determine the costs of running a taxi in the district. If authorised, the survey would be undertaken in line with timescales set out in this report.
- 7.5. If all proposals above are agreed, a further report will be brought before the Licensing & Enforcement Committee upon completion of the survey and analysis of the results. This report will explain the Fare Setting Procedure used to calculate appropriate fares and will include a revised hackney carriage table of maximum fares, based upon calculations set out in the methodology, for the Committee's consideration.

Financial implications:

The only financial implication relevant to this stage of the fare review process is the officer time which will be incurred in carrying out a survey of the East Devon taxi trade and formulating a fare setting procedure. Advertisement costs for public notices may subsequently become applicable if a new fare tariff is agreed at a later Committee meeting.

Legal implications:

The legislative framework is set out within the report and requires no further comment at this stage.

EAST DEVON DISTRICT COUNCIL

Maximum Fares for Hackney Carriages

Effective from 7 December 2022

	<u>TARIFF 1</u> For hirings begun between 0700 hrs and 1900 hrs Monday to Saturday inclusive other than those subject to tariff 2 or 3	<u>TARIFF 2</u> For hirings begun on any day between 1900 hrs and 0700 hrs and all day Sunday other than those subject to tariff 3	<u>TARIFF 3</u> For hirings between 1900 hrs 24 December to 0700 hrs 27 December and 1900 hrs 31 December to 0700 hrs 2 January and all Bank Holidays between 12 midnight & 12 Midnight
For the first 880 yards (½ mile) or uncompleted part thereof	£4.00		
For each subsequent 251.43 yards (1/7 of a mile) or uncompleted part thereof	£0.35		
For the first 880 yards (½ mile) or uncompleted part thereof		£4.80	
For each subsequent 176 yards (1/10 of a mile) or uncompleted part thereof		£0.30	
For the first 880 yards (½ mile) or uncompleted part thereof			£6.20
For each subsequent 251.43 yards (1/7 of a mile) or uncompleted part thereof			£0.50
<u>Extra Charges</u>			
For each passenger after the first	£0.20	£0.20	£0.20
For each item of baggage	£0.20	£0.20	£0.20
For each dog (not including assistance dogs)	£0.20	£0.20	£0.20
Toll, ferry & car park fees incurred with journey	Actual Fee	Actual Fee	Actual Fee
<u>Waiting Time</u>	£0.35 for 43 secs.	£0.30 for 37.5 secs.	£0.50 for 62.5 secs.
<u>Soiling Charge</u>	£80.00	£80.00	£80.00
<u>Booking Charge</u> At the discretion of the operator for each booking made by telephone and which requires the driver to drive to the hirer's designated pick up point, the hirer must have been informed of the charge at the time of making the booking.	Maximum £12.00		
<u>Extras</u> An extra charge of 10p added to the total fare when the South West average price of fuel oil exceeds £1.75 per litre based on the latest available AA Fuel Price Report with a further 10p added for each subsequent increase of 10p per litre.	Maximum £0.10		

Hackney Carriage

Table of Maximum Fares

East Devon District Council

FARES FOR DISTANCE OR TIME	TARIFF 1	TARIFF 2	TARIFF 3
	Weekday Daytime Rate	Evening /Night & Sunday Rate	Bank Holiday, Christmas and New Year Rate
	Applies on weekdays between 7am and 7pm	Applies on weekdays between 7pm and 7am and on Sundays	All Bank Holidays (12mn to 12mn) and from 7pm on 24 December to 7am on 27 December; and from 7pm on 31 December to 7am on 2 January
TO HIRE THIS TAXI FOR THE FIRST HALF OF A MILE	£4.00	£4.80	£6.20
FOR THE FIRST WHOLE MILE	£5.23	£6.30	£7.95
FOR EACH MILE THEREAFTER	£2.45	£3.00	£3.50
WAITING TIME	£0.35 for 43 seconds	£0.30 for 37.5 seconds	£0.50 for 62.5 seconds
PRICE GUIDE			
1 mile	£5.23	£6.30	£7.95
2 miles	£7.68	£9.30	£11.45
3 miles	£10.13	£12.30	£14.95
5 miles	£15.03	£18.30	£21.95
10 miles	£27.28	£33.30	£39.45
EXTRAS			
Soiling Charge	£80.00	£80.00	£80.00
* Must inform customer	Maximum Booking Fee *		£12.00
at time of booking	Baggage Fee per Bag		20 pence
	Each Additional Passenger after the first		20 pence
	Carriage of Dogs		20 pence
	Assistance Dogs and Wheelchairs		Free of charge
	Toll, ferry & car park fees incurred with journey		Actual Fee
	Extra fuel charge per journey (maximum)		10 pence

Comparison of Current Devon Hackney Carriage (Taxi) Fares February 2024

Private Hire & Taxi Monthly (PHTM) compile a league table of national Hackney Fares and this is updated daily.

The table below gives a comparison of the current price for a 2-mile fare on Tariff 1 for East Devon and the bordering and surrounding districts. The national average has also been included.

POSITION	Council	First 2-mile fare cost	Year of last fare rise
45	Plymouth	£8.10	2023
58	Torridge	£8.00	2022
72	South Hams	£7.80	2022
80	East Devon	£7.68	2022
89	South Somerset	£7.60	2022
95	Torbay	£7.51	2022
99	Exeter City	£7.50	2023
128	North Devon	£7.30	2022
134	Teignbridge	£7.26	2022
	National Average	£7.23	(The majority of districts last had a fare rise in 2022)
137	Dorset	£7.20	2022
194	Mid Devon	£6.80	2022
198	Sedgemoor	£6.80	2019
199	Somerset West & Taunton	£6.80	2022
344	West Devon	NO SET FARE	N/a

(Figures obtained from Private Hire & Taxi Monthly (PHTM) League Table on 4th March 2024)

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Fuel Price Analysis between November 2022 and February 2024 **Averages for Garages and Supermarkets in South West of England**

Month	Unleaded 95 Octane (pence) litres	Diesel (pence) litres	Super Unleaded (pence) litres
November 2022	165.1	189.7	178.9
December 2022	153.9	176.9	169.5
January 2023	150.1	172.5	164.2
February 2023	149.6	170.4	162.2
March 2023	148.4	167.5	161.4
April 2023	147.9	162.6	162.6
May 2023	146.1	155.7	159.7
June 2023	144.7	146.9	158.9
July 2023	144.7	145.6	158.6
August 2023	149.7	151.0	162.9
September 2023	155.7	159.6	168.3
October 2023	156.6	163.3	170.5
November 2023	150.6	158.4	163.4
December 2023	141.9	149.7	155.4
January 2024	140.0	147.9	155.0
February 2024	NOT AVAILABLE AT THE TIME OF PUBLISHING THIS REPORT		

(These figures have been compiled using the AA Fuel Price Reports for the above months and taken from figures available on 4th March 2024. The AA's fuel price report uses data sourced from Experian Catalist. They are an average of mid-month prices from the respective regions.)

Hackney Carriage Fare Review 2024 – Draft Survey

For example purposes only

Overview

East Devon District Council licences and regulates taxi and private hire services in the District. As part of this we set the maximum fares which taxis (Hackney Carriages) can charge.

We aim to review these fares each year and reflect the costs of operating a taxi in East Devon, against what it is reasonable for the public to pay for the service. In addition, a request for a fare review has been made by East Devon Taxi Association following their meeting on the 12th December 2023.

At a meeting of the Licensing & Enforcement Committee on the 13th March 2024, the Committee authorised the Licensing Authority to draft a “Maximum Chargeable Fare Setting Procedure” to be used in the future setting of hackney carriage fare tariffs.

The procedure will be based upon a methodology of calculating taxi fares produced by Guildford Borough Council which allows the costs of running a vehicle, and providing the service, to be recovered over the number of miles licensed vehicles complete, and will set out how East Devon District Council propose to calculate taxi fare tariffs and charges.

To help us with this we are asking you to participate in a survey which is intended to assist with determining the costs of running a taxi in East Devon. Hackney carriage drivers and proprietors are best placed to know the costs involved with running a hackney carriage vehicle and providing a taxi service and it is very important that we hear your views.

Please take the time to complete the survey. The Licensing Team will use the results of this survey to assist in determining the data to input into the fare calculations. The results will also be used to inform a Maximum Chargeable Fare Setting Procedure and all feedback received will be considered.

A high response rate will ensure that the views of the trade are considered when calculating a table of maximum fares for hackney carriages. It is important you provide as much detail and evidence as possible with your response such as copies of receipts and journey records to substantiate any figures given.

Survey

Please participate constructively in this survey and let us know your views by (TIME TO BE INSERTED) on the (DATE TO BE INSERTED). Anonymous responses, late responses and historical submissions will not be considered.

We will update the trade on progress through our newsletters, email correspondence and at the East Devon Taxi Association meetings.

Please note that any responses received may be published by the Council.

When the survey has ended, the Licensing Team will use the data received to calculate a new fare tariff table using the methodology set out by Guildford Borough Council adjusted to local circumstances. A new proposed table of fares will be put before the Licensing & Enforcement Committee for their consideration on the 17th July 2024 together with a proposed Maximum Chargeable Fare Setting Procedure. On that date, the Licensing &

Enforcement Committee will decide whether to approve the revised table of fares and start the fare setting process.

If the fares are approved, a notice will be published in a local newspaper and at the Council Offices, setting of the table of fares and specifying a period (of not less than 14 days from the date of publication of the notice) within which objections can be made.

If no objections are received, the revised table of fares will come into operation on the date of the expiration of the notice period.

If any objections are received (and not withdrawn) the District Council will set a further date, no later than two months after the first specified date, upon which the table of fares will come into force with or without modification as decided by the Licensing & Enforcement Committee after consideration of the objections.

Any enquiries about this survey can be made to the Licensing Team.

Example Survey Questions

Section 1: Figures used to Calculate Fares

The table below shows all the figures we will need to calculate the fare tariff using the methodology set out by Guildford Borough Council. These figures need to be specific to the taxi trade in East Devon and include annual average mileage, an annual average salary, and annual average costs of running a taxi.

Each figure will be calculated by using survey responses and evidence provided by the trade, data held by East Devon District Council, national statistics, and information from reliable sources. Please use the space provided next to each item to make any comment on how we should calculate these figures and what the figure should be. You can also tell us if you think a figure shouldn't be included or, if you think there are costs involved which have not been included below.

Please provide as much evidence as possible to justify your comments and substantiate any figures given, for example if you spend £600 on tyres per year, record this figure and provide a copy of the receipt. Figures provided without supporting evidence cannot be considered.

Annual average salary for East Devon	We are proposing to include an appropriate level of remuneration for taxi drivers that is relevant to East Devon. It is intended to calculate this using the most recent information published by the Office for National Statistics in its Annual Survey of Hours and Earnings (ASHE) to find a median annual gross salary for East Devon.
The average annual mileage for an East Devon taxi	We plan to use the average annual number of miles travelled by each taxi driver when we calculate the cost per mile of running a taxi. We are proposing to calculate the annual number of miles travelled by each taxi by calculating the difference between odometer mileage listed on the two most recent MOTs for each licensed vehicle. If a vehicle has not yet been subject to two MOTs, we will use the mean mileage calculation for this vehicle. We will then divide the total number of miles travelled by all

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	licensed taxis by the number of licensed taxi drivers to provide the average mileage.
The amount of mileage travelled with and without passengers and dead mileage	<p>To calculate a cost of running a taxi per mile, we will need to estimate the following figures:</p> <ul style="list-style-type: none"> the number of miles travelled by a taxi without a fare paying passenger (based upon dead mileage rate) the number of miles travelled by a taxi with a fare paying passenger (live mileage) Dead mileage. Dead mileage is defined as the percentage of the distance that is travelled without a fare payment passenger aboard. It does not include any distance travelled on a fare where the meter is not used (for example a school contract), any distance travelled in the vehicle for personal (social, domestic, pleasure) use, or distance travelled to and from home to work. It is not possible to calculate the exact amount of dead mileage travelled by each taxi and we need your help to calculate a maximum level of dead mileage as a percentage of the overall mileage travelled by a hackney carriage. For example, a 50% starting point for the calculation would allow for a taxi taking a customer from point A (the rank) to point B, and then always returning back again <p>We will use the average annual mileage calculation when calculating this but will need your help to estimate what percentage of the mileage you travel in your licensed vehicle falls under which category.</p> <p>Therefore, please provide us with an estimate of the percentage of your annual mileage that is used for:</p> <ul style="list-style-type: none"> Social, domestic and pleasure purposes (e.g. for your own private use) Commuting to and from your place of work (e.g. if you usually commute from your home address to the taxi rank) Non-metered fares (regular fixed price school or hospital contracts) Metered fares Dead mileage Other (please specify what this relates to)
Average mileage travelled for each fare paying journey in East Devon	<p>We will need your help to calculate this. Please can you tell us the average length of a fare paying journey? Is 2-3 miles per journey a suitable average? Or do you know that most of your journeys are longer or shorter than this? We will use your responses to calculate a mean journey length.</p>

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The average number of journeys travelled with a fare paying passenger annually	We will calculate the mean number of journeys travelled in a year by a taxi in East Devon by dividing the average live mileage by the average distance per journey but please let us have any feedback in relation to how many journeys you do weekly/monthly/annually.
Annual vehicle depreciation	Depreciation is the difference between the amount you spend when you buy a car and the amount you get back when you sell the car or trade it in. Different vehicles lose value at different rates depending on their make, age, mileage and condition. Auto Trader state that on average, new cars can lose 20 to 30 per cent of their value in the first year and then around 15 per cent of their value for the next couple of years, normally adding up to around 50% or more over three years. However, new car shortages in recent years mean used cars have been holding their value longer – and some used cars have even gained value. Please let us know your thoughts on this. We will be working out the average age of the fleet in East Devon and using AA statistics to assist us with calculating this.
Cost of capital	This value will represent the loss of income from the vehicle proprietor from having money tied up in a vehicle which could otherwise be in a deposit account. This may vary each year and we will use an estimate of an average vehicle price for our fleet and an estimate of average interest rates to calculate this.
Average cost of insurance	We need your help to calculate the average annual cost of vehicle insurance for a hackney carriage vehicle operating in East Devon. Please can you provide us with your annual insurance premium and any evidence you have in relation to this.
Cost of road tax	We will be calculating an average cost of road tax for an East Devon licensed hackney carriage using national figures for vehicle tax rates.
Average breakdown cover	Please assist us by confirming whether you have breakdown cover the annual cost of this. We will calculate a figure for an annual average breakdown cover.
Average cost of fuel per litre over past 12 months (pence per litre)	We will calculate an average cost of fuel per litre over the past 12 months. Most vehicles licensed in East Devon are diesels and we intend to base the figures on the cost of diesel. The figures above have been calculated using the UK petrol and diesel prices for the South West of England for the past 12 months (February 2023 – January 2024) listed in the AA fuel price reports.
Annual cost of tyres	We will be using AA statistics in conjunction with estimated annual mileage to calculate this. However, we are aware however that due to the number of journeys carried out by taxis it may be that tyres are changed more frequently than on a vehicle used for social, domestic and pleasure purposes. Please provide us with any evidence you have relating to the cost of tyres and the average tyre life you have experienced.

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Annual service labour costs	The service labour costs cover normal servicing and parts replacement taking UK average labour rates. We need your help to calculate this and please let us know your average expenditure on vehicle service labour costs and provide any evidence you have.
Annual cost of replacement parts	Replacement parts include items that may require replacement through normal driving conditions such as brake materials, oils, filters, bulbs, wipers etc. Please let us know your average expenditure on replacement parts for your vehicle and provide any evidence you have.
Annual cost of parking and tolls	We need to hear about any regular annual parking and toll costs that you incur when carrying out hackney carriage journeys. Please provide us with further information above if you feel this is a relevant expense incurred.
Annual station rank permit or other required permits	We need to hear about any regular permit fees that you incur when carrying out hackney carriage journeys. Please provide us with further information above if you feel this is a relevant expense incurred.
Annual hackney carriage licence fee	East Devon's current fee for a 1-year hackney carriage vehicle licence is £262. This figure will be included as an annual cost of running a taxi.
Vehicle test fees	We need to know how much your annual or six-monthly vehicle compliance test costs. Please provide us with a figure for this and provide any evidence you have available to support this (garage invoices etc). We will then calculate how many of our vehicles have an annual inspection and how many have a six-monthly inspection and find an average cost per year.
Driver licence fee (pro rata)	East Devon's current fee for a 1-year hackney carriage driver licence is £104. East Devon's current fee for a 3-year hackney carriage driver licence is £229. There is also a £15 fee on initial licensing to cover the cost of the badge. We have therefore calculated a yearly fee by adding the 1-year fee of £104, 3-year fee of £229 and £15 badge fee to give the costs over 4 years from initial licensing. We have then divided this by 4 to give an annual average of £87.
Cost of providing a roof sign and meter	We will be contacting both Council approved meter engineers to obtain costs for this and will use these figures to calculate a yearly estimate. Please provide us with any additional information you consider relevant.
Cost of medical report	All East Devon hackney carriage drivers are required to undergo regular medicals at differing frequencies. We will calculate the percentage of our drivers that will not require a further medical until 45 years of age, the percentage of our drivers who undertake 5-yearly medicals and the percentage of our drivers that undertake yearly medicals. We will then calculate a mean annual cost for this. While we are aware of the fees D4Drivers charge for carrying out a medical examination, we have less data on the fees charged by GPs.

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	We need your help to calculate this, and please can you let us know the cost of your most recent medical and provide any evidence you have regarding this.
One-off cost of safeguarding training	All East Devon licensed hackney carriage drivers will be asked to complete safeguarding training by the 1 st November 2024. We haven't finalised the arrangements for this, but it is likely that the fee for this will be in the region of £22. This will be a one-off cost and we will calculate an annual estimate for this.
One-off cost of taxi driving test on initial licensing	All licensed drivers are required to take a driving test on first licensing. This is a one-off cost, and the driving test only has to be re-taken if a certain number of points are incurred on a driving licence or complaints about the driver are received. Red One currently charge £160 for a 2-hour test and £99 for a 1-hour test.
One-off cost of first full DBS check	The fee for a full DBS check is currently £67. We expect all East Devon hackney carriage drivers to register with the DBS update service after completion of their first full enhanced DBS check.
Annual cost of DBS update service subscription	The current annual cost of a subscription to the DBS update service is £13. We recommend that all of our driver's register their enhanced DBS certificate with the DBS update service to allow 6 monthly DBS status checks to be carried out. We will be assuming that all of our drivers have signed up to the DBS update service after their initial DBS when calculating these figures.
Cost of card payment terminal (per year)	We would welcome feedback on how many of our hackney carriage drivers have a card payment terminal and the cost of such a terminal. Please can you provide details of this in your response.

Section 2 – additional information

We are pleased to hear views from the trade on the inclusion or removal of any of the costs listed above as contributing towards running a hackney carriage vehicle. We are also interested to hear from you as to whether you consider a fare review appropriate at this time and whether you consider the times applicable to each of the three current tariffs to still be suitable.

Please use the space below to make any suggestions, for example other costs associated with running a taxi in East Devon which you would want to see included in the fare calculator.

Please make any comments in the section below and include as much evidence as possible to justify your comments:

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Finally, we are pleased to hear views from the trade on any other items relevant to taxi fares which would benefit both the licensed trade and passengers.

Please use the space below to make any other relevant suggestions or comments.

Driver Details

Please complete your details below.

Please note that anonymous responses will not be considered.

Full name:	
Hackney Carriage Driver Licence Number:	
Hackney Carriage Vehicle Licensing Number:	

Please complete the survey by (INSERT TIME AND DATE HERE)

Thank you for taking the time to complete the Costs Survey as this will greatly assist us with calculating a revised fare tariff.