



## Licensing Committee

**Committee Members:** Councillors Benstead (Chair), Smith (Vice-Chair), Austin, Gawthrop, McPherson, Meftah, O'Reilly, Owers, Pippas, Sinnott, Baigent and Bick

**Alternates:** Councillors Bird, Moore and Holland

*Published & Despatched: Friday, 16 January 2015*

**Date:** Monday, 26 January 2015  
**Time:** 10.00 am  
**Venue:** Committee Room 1 & 2 - Guildhall  
**Contact:** Glenn Burgess

### AGENDA

- 1 **Apologies for absence**
- 2 **Declarations of Interest**
- 3 **Minutes of the previous meeting (Pages 5 – 8)**
- 4 **Public Questions**
- 5 **The Number of Hackney Carriage Licences Policy and Disabled Access Policy (Pages 9 – 160)**  

Briefing by Consultant Ian Millership (CTS) followed by discussion and decision on the officer's report.
- 6 **Medical Examinations of Taxi Drivers (Pages 161 – 190)**
- 7 **Annual Review of Licensing Fees and Charges (Pages 191 – 197)**

# Information for the Public

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The meeting is in the Guildhall on the Market Square (CB2 3QJ).

Between 9 a.m. and 5 p.m. the building is accessible via Peas Hill, Guildhall Street and the Market Square entrances.

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## LICENSING COMMITTEE

13 October 2014  
10.00am - 10.40 am

**Present:** Councillors Benstead (Chair), Smith (Vice-Chair), Austin, Gawthrop, McPherson, Meftah, O'Reilly, Pippas, Sinnott, Baigent and Bick

### Officer Present:

Licensing & Enforcement Manager: Robert Osbourn

Head of Head of Tourism and City Centre Management: Emma Thornton

CCM Markets & Street Trading Development: Daniel Ritchie

Legal Advisor: Carol Patton

Committee Manager: Glenn Burgess

## FOR THE INFORMATION OF THE COUNCIL

### 14/19/LIC Apologies for absence

Apologies were received from Councillor Owers.

### 14/20/LIC Declarations of Interest

No interests were declared.

### 14/21/LIC Minutes of the previous meeting

The minutes of the meeting held on 21 July 2014 were agreed as a correct record and signed by the Chair.

The Team Manager gave the following update on minute item 14/18/LIC (Limiting the number of Hackney Carriage Licences):

- i. Work was ongoing regarding the demand survey.
- ii. Two companies had been identified and the selection process would be completed by the end of the week.
- iii. A further report would be brought to the next meeting of the Licensing Committee.

**14/22/LIC Public Questions**

There were no public questions.

**14/23/LIC Urgency Action taken by Director of Environment**

Urgency Powers to publish a public notice of the Council's intention to make a resolution designating St Andrews Street as a Consent Street for the purpose of street trading

The Urgency Action taken by the Director of Environment was noted.

**14/24/LIC Designation of St Andrews St for the Purposes of Street Trading**

The Committee received a report from the Head of Tourism and City Centre Management regarding designation of St Andrews Street for the purposes of Street Trading.

In response to member's questions the Head of Tourism and City Centre Management said the following:

- i. Looking back to 1988 there did not appear to be any evidence or critical analysis of why some streets were chosen for designation above others.
- ii. The designation area ran from the junction of Sidney Street to the junction of Regent Street.
- iii. The County Council were consulted on the principle of re designating St Andrews Street as a Consent Street, not on specific pitches. The current trader had been on the pitch since 2007 and the County Council had raised no specific concerns about this trader to date.
- iv. A full review of all other Consent Streets across the City had been undertaken. A full audit trail had been identified for the consents and officers had no further concerns.

The Committee:

**Resolved (unanimously) to:**

- i. Consider the representations received to the public notices.

- ii. Pass a resolution to change the designation of St Andrews Street from a prohibited street to a consent street in accordance with the requirements set out in Schedule 4 to the Local Government (Miscellaneous Provisions) Act 1982.
- iii. Publish a notice that the resolution has been passed.

### **14/25/LIC Setting Fees for Taxi Plate Transfers**

The Committee received a report from the Licensing & Enforcement Manager regarding the setting of fees for Taxi Plate Transfers.

In response to member's questions the Licensing & Enforcement Manager said the following:

- i. The fee charged for processing licence applications should be cost-neutral and not make a surplus nor subsidise those licensed. Working by this process the Council may minimise the risk of legal challenge.
- ii. Fewer than 10 Taxi Plate Transfers have been processed since April 2014.
- iii. 121 Taxi Plates were in place before the City Council made a decision to remove the restriction. Whilst these plates are transferable, any plates above this 121 are not.
- iv. All fees were set after a full assessment of the time and work involved to process the applications. This was a complicated calculation and covered costs such as officer time/salary, creation of plates and Manager/Head of Services input.
- v. Whilst all fees were reviewed annually the costs involved could vary during the course of a year.
- vi. The Committee had recently looked at fees for the boarding of pet animals. This was not a full review of costs but simply introduced a separate fee for *home* boarding that met certain criteria.
- vii. On the back of concerns raised by the taxi trade regarding fees charged by other authorities, the Committee had also asked officers to look at fees for plate transfers.
- viii. The fee setting process was reviewed and agreed in October 2013. If the Committee were now minded to look again at the process there would be a cost involved that was not recoverable from fees.

The Chair agreed with concerns raised by the Committee regarding the base rate criteria for fee setting but suggested that it needed a wider Council approach.

The Committee:

**Resolved (by 10 votes to 1) to:**

- i. Agree that the fees set by the Committee in January 2014 for taxi plate transfers should be reviewed in advance of other licence fees.
- ii. Approve a revised fee of £50 following the statutory consultation period.

The meeting ended at 10.40 am

**CHAIR**



## CAMBRIDGE CITY COUNCIL

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REPORT OF: Head of Refuse & Environment

TO: Licensing Committee

26/1/2015

WARDS: All

### **THE NUMBER OF HACKNEY CARRIAGE LICENCES POLICY AND DISABLED ACCESS POLICY**

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#### **1 INTRODUCTION**

- 1.1 The Council may, as part of its adopted policy on the licensing of Hackney Carriages (HCV), consider whether to apply a limit on the maximum number of HCV licences which it will issue at any time. However, this power may be exercised only if the Council is satisfied that there is no significant demand for the services of HCVs which is unmet (section 16 Transport Act 1985). The Council has no power to limit the number of Private Hire Vehicle (PHV) licences.
- 1.2 At a meeting on 24<sup>th</sup> October 2011 the Licensing Committee resolved that a demand survey should be carried out to establish whether or not the current HCV fleet met the demand for HCV services within the district, and additionally to cover accessibility issues and the provision of ranks within the district.
- 1.3 The demand survey was carried out in 2012 but members were concerned that it had not provided a sound evidence base for concluding that there was no unmet demand, due to a lack of engagement by the taxi trade.
- 1.4 At a meeting on 21<sup>st</sup> July 2014, the Licensing Committee instructed officers to seek a further survey to establish if there is evidence that there is no significant demand that is unmet and to investigate the costs of carrying out such a survey.
- 1.5 The purpose of this report is to present the findings of the survey and to ask the members of the Licensing Committee to decide whether they are satisfied that there is no significant demand for the services of HCVs within Cambridge which is unmet, and if so, whether to

impose a limit on the number of HCV licences that the Council issues. If members decide to impose a limit they must then decide what that limit will be and the date for implementation. The findings of the report also indicate that work needs to be done on the disabled access issues and to recommend members of the Licensing Committee that a new disabled access policy is developed.

## 2. RECOMMENDATIONS

2.1 Members are asked, firstly, to determine whether they are satisfied that there is no significant demand for hackney carriages in Cambridge which is unmet.

2.2 If Members are not satisfied, under 2.1, that there is no significant demand which is unmet, there is no power to limit the number of HCV licences.

2.3 If Members are satisfied, under 2.1, that there is no significant demand which is unmet, they may EITHER :

- (i) decide to introduce a limit on the number of HCV licences which may be issued.

If Members decide to introduce a limit, they will need to resolve, on the basis of the evidence before them, the number of hackney carriage licences to be allowed.

Officers recommend that if a limit is introduced Members set the limit at the levels currently licensed, including those applications awaiting processing and potential applications where a vehicle has already been purchased.

OR

- (ii) decide not to introduce a limit.

2.4 In the event that a limit is introduced, Members must decide when the new policy will take effect. It is recommended that the policy is introduced with immediate effect.

Members are also recommended to resolve that:

2.5 Officers are instructed to develop a new disabled access policy and to report back to Licensing Committee within the next 12 months for adoption of the new policy.

Members are also recommended to:

2.6 Give full reasons for the decisions reached.

### 3. **BACKGROUND**

3.1 Cambridge City Council licenses both hackney carriages (HCV) and private hire vehicles (PHV) to operate within the city.

3.2 HCVs operate from ranks and can be hailed in the street and they can also accept pre-booked fares, either direct or from a licensed operator.

3.3 PHVs may only accept pre-booked fares from an operator. However, there is no power for the Council to limit their numbers, nor to regulate those licensed by other Councils and operating in the city.

3.4 The Transport Act 1985 allows the Council to limit the number of HCVs it licenses, but only if it is satisfied that there is no significant demand for HCVs which is unmet.

3.5 There is currently no limit on numbers of HCV licences granted by Cambridge City Council.

#### **Review of “demand surveys” conducted since 1990**

3.6 The Council operated a policy on limitation up until 2001. Surveys conducted in 1990 and 1993 concluded that the Council should maintain a limit of 120 HCVs.

3.7 Further surveys were carried out in 1995 and 1997 which showed a growth in demand and, in 1995, 5 extra vehicles licences were approved. In 1997 a further 22 vehicle licences were approved bringing the total to 147. Also in 1997 Members asked for a report to remove the limitation on the number of licences issued.

3.8 In 1999 a further survey was carried out which concluded that a further 14 licences should be issued to meet the unmet demand.

3.9 In March 2000 Environment Committee considered a report which recommended approval of an additional 14 licences. Members also voted on a proposal to remove the limit on the number of hackney carriage licences to be issued by the Council in 12 months' time (July

2001). 6 members voted in favour, 6 members voted against. Under the convention at that time, Chairs of committees with an even number of members could not exercise a casting vote and the matter was referred to City Board.

- 3.10 On the 10<sup>th</sup> July 2000 City Board referred the matter to full Council for consideration on 20<sup>th</sup> July 2000. At full Council the decision was made to de-limit the number of HCV licences issued with effect from 1<sup>st</sup> July 2001, with the continued condition that any new HCV licences issued had to be for wheel chair accessible vehicles, but not necessarily a purpose-built HCV.

### **Current Position**

- 3.11 In 2011 the taxi trade requested that a further survey should be carried out and in October 2011 Licensing Committee resolved that the purpose of the demand survey was to establish whether or not the current HCV fleet met the demand for services within the district, and additionally to cover accessibility issues and the position of ranks within the city.
- 3.12 A demand survey was conducted by CTS Traffic and Transportation Ltd in 2012. Licensing Committee on the 28<sup>th</sup> January 2013 considered the report and agreed that a full consultation and community engagement programme should be carried out to gather further evidence. Members were concerned that the report did not provide a sound evidence base due to a lack of engagement by the trade.
- 3.13 On 21<sup>st</sup> July 2014 Licensing Committee decided to seek a further survey and a specification was drawn up by officers and tenders sought. The tender selected was by CTS, the author of the previous survey. The purpose of the survey was to update the previous survey and, specifically, to undertake a more in-depth consultation with the taxi trade.
- 3.14 The updated survey work was carried out in November 2014 and the report of the survey is attached as Appendix A.

### **National Policy Position**

- 3.15 In March 2010 the Department for Transport issued Best Practice Guidance to assist local authorities in England and Wales that have responsibility for the HCV and PHV trades. The relevant section of the Guidance is Appendix B to this report

- 3.16 The Guidance is intended to assist licensing authorities but it is only guidance and decisions on any matters remain a matter for the authority concerned. It is for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters in the light of their own views of the relevant considerations.
- 3.17 Paragraph 47 of the Guidance says “Most licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed the Department would urge that the matter should be regularly reconsidered”. The Guidance suggests that the matter should be approached in terms of the interests of the travelling public – that is to say, the people who use the taxi services. The Guidance suggests that authorities consider what benefits or disadvantages arise for the travelling public as a result of imposing controls and what benefits or disadvantages arise as a result of applying no limitation on numbers.
- 3.18 Paragraph 48 of the Guidance says that in most cases where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. The Guidance comments that this indicates that there are people who want to enter the taxi market and provide a service to the public but who are being prevented from doing so by the quantity restrictions. The view expressed in the Guidance is that this seems very hard to justify.
- 3.19 At paragraph 49 the Guidance says: “If a local authority does nonetheless take the view that a quantity restriction can be justified in principle, there remains the question of the level at which it should be set, bearing in mind the need to demonstrate that there is no significant unmet demand. This issue is usually addressed by means of a survey; it will be necessary for the local licensing authority to carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court. An interval of three years is commonly regarded as the maximum reasonable period between surveys”
- 3.20 The Department for Transport expects the justification for any policy of quantity restrictions to be included in the Local Transport Plan process. A recommended list of questions for local authorities to address when considering quantity controls is set out at Annex A to the Guidance and is addressed at section 8 (page 57) of the Consultant’s report at Appendix A to this report.

3.21 In addition, The Law Commission has been considering and consulting on a wide range of potential reforms of the taxi trade as a whole, on behalf of the Government.

3.22 Its final document was issued on 23<sup>rd</sup> May 2014. It had 84 recommendations in relation to the changes in taxi licensing law. Some of the recommendations in relation to this report include Licensing Authorities continuing to have the power to limit the number of taxi vehicles licensed in their area, subject to a statutory public interest test on how this test should apply. Limits should be reviewed every 3 years and be subject to local consultation. Mandatory disability training could be required for all drivers. An accessibility review should be conducted at three year intervals.

#### **4. Summary of the Findings of the 2012 and 2014 Survey**

**Please refer to the full survey at Appendix A for more detail.**

4.1 Since the decision to de-limit in 2000 there has been a steady increase in the number of HCV licences issued and a reduction in the number of PHV licences issued by the City Council. The table below outlines the number of licences issued each year:

Year	HCV	PHV	Total licensed vehicles
1994	120	Unknown	
1997	125	281	406
1999	147	352	499
2001	175	325	500
2004	235	236	471
2005	257	209	466
2007	282	135	417
2009	298	199	497
2010	302	197	499
2011	303	211	514
2012	293	217	510
2013	266	179	445
2014	309	179	488

4.2 The survey carried out in 2012 included carrying out rank surveys across the city, in particular at St Andrews Street, Drummer Street and the Railway Station, with public and stakeholder consultation.

Disabled access research also took place. There was lack of engagement by individuals within the taxi trade during the 2012 survey with a total of 15 responses, 1 of which was from a Trade Association and 14 individual responses. Concerns were highlighted that the survey did not adequately represent the taxi trade and there was not clear evidence to support any decision. In 2014 a more detailed engagement took place with the trade, and there was also an update in relation to the new linking arrangements at St Andrew Street rank and an update from the Police.

- 4.3 At present any new HCVs have to be wheel chair accessible. The proportion of vehicles in the fleet that are wheel chair accessible is 63%. The only exception is that plates 1 -121 where there is no requirement for them to be wheel chair accessible.
- 4.4 There is a wide range of vehicle types within the hackney carriage fleet. Some disabled people have particular needs and others have strong preferences about the type of vehicle they travel in.
- 4.5 There are some issues when there is such a diversity of fleet. For example, some vehicles are difficult to use due to a high step or sill. Also, saloons are cheaper to purchase and run than those which are wheel chair accessible. With such diversity it makes it difficult to offer effective training for drivers.
- 4.6 Section 161 of the Equality Act 2010 will, when it is in force, require Local Authorities to ensure that the correct proportion of accessible taxis licensed within the area is maintained. An authority which limits the number of HCVs within its area will be allowed to make an exception for a vehicle which is accessible. Current proportions within Cambridge suggest that, if and when section 161 is implemented, the Council will be in compliance with the proportion required.

### **Rank Surveys**

- 4.7 187 hours of rank observations were undertaken towards the end of June 2012. The main ranks were St Andrew Street and the railway station. St Andrew's Street rank saw less than 12,300 passengers in the survey week and there were over 14,100 at the railway station. At the railway station very few passengers' delays were attributed to the lack of HCV. Delays were encountered at St Andrews Street, although none was significant when taken in context and these have reduced in 2014 with the new feeder system from Drummer Street in place.

- 4.8 From the survey it is estimated that almost 32,400 hackney carriage passenger trips take place each week. In a full year this estimates that nearly 1.7 million passengers travel in hackney carriages in Cambridge.
- 4.9 An industry standard index of significant unmet demand (ISUD) has been developed and used since the initial Government guidance that limits could be applied. Early in the process of developing the index, it was identified that a cut-off point of 80 was the level beneath which no conclusion of unmet demand would be regarded as significant, and that above 80 it would be concluded there is significant unmet demand.
- 4.10 The ISUD calculations draw from various elements of the rank surveys and public consultation exercise. It provides a useful benchmark measure of the level of unmet demand that is present. Appendix C outlines the factors that are taken into account and how it is calculated.
- 4.11 The ISUD calculations in Cambridge do not take into account the activity at the private railway station rank. The issue of permits to operate at the station rank is controlled by the railway company on their private land, and outside the control of the City Council. The Council has no way to ensure that, if more licences are issued the HCVs will be available at this location and hence the exclusion from the calculations in this study. However, it is important that there is an understanding about what is happening at this location as the public rarely differentiate between ranks. The railway company at the time the survey was carried out was Greater Anglia Railway, but has since changed to Abellio.
- 4.12 The ISUD index for the full survey in Cambridge is 27.8. , The index suggests the unmet demand observed by CTS is below the threshold of 80 and therefore is not significant in terms of the ISUD index.

## **Public Consultations**

- 4.13 The CTS report (p. 65) refers to a 15 question survey which was undertaken in 2012 with 410 people in the city. This included the city centre area, Grafton Centre and the Leisure Park on Clifton Road. There was a relatively low level of recent use of licensed vehicles in the area; part of this resulted from a higher number of non-local people being interviewed. Car and cycle use were also given as reasons for not using licensed vehicles.



- 4.14 Passengers obtaining licensed vehicles were almost equally split between rank use (49%) and phoning to pre-book (46%). Only 4% hailed. For those who phoned, there was high loyalty to companies, and social media applications are now also becoming more widespread.
- 4.15 There was good knowledge of the ranks and people said they used most of the ranks, although the two main ranks dominated, namely St Andrews Street and Railway Station rank.
- 4.16 There were very few people with issues with the hackney carriage service, suggesting a high level of satisfaction. In terms of increasing use of HCVs, many people wanted more HCVs to phone for, some wanted more at ranks and others wanted better vehicles. The majority wanted cheaper fares.
- 4.17 Insignificant numbers of people had given up waiting for HCVs, with just 3 examples given in the entire sample.

### **Stakeholder consultations**

- 4.18 Key stakeholders were contacted in 2012 to include, supermarkets, Hotels, Hospital, Local Education, CAMBAC, night clubs, Disability Representatives, Social Services, Police, Rail Operators, other City Council services and County Council, Councillors.
- 4.19 In 2014 only the police and City Councillors were contacted for any updated information
- 4.20 Supermarkets and hotels used mainly PHVs for their customers, no issues of poor service were reported.
- 4.21 Night-time economy consultees felt that there were sufficient vehicles, and many nightclubs advised their customers to use the nearby ranks. Only one club felt there were insufficient vehicles available. None of the clubs had agreements with private hire operators or dedicated phones. Taxi marshals appeared to be highly valued and most wanted to see more of them.
- 4.22 In 2012 CAMBAC, police and parking representatives thought that there were too many vehicles available during the day, particularly around St Andrews Street rank, leading to congestion and over ranking. In 2014 the police reported that this has improved

significantly since the new arrangement with Drummer Street being a feeder rank to St Andrews Street rank.

- 4.23 Greater Anglia Railway was pleased with the service provided to their private rank at the railway station. They were keen to see a high number of vehicles in order to meet their high demand levels; they have set a limit on the number of permits that they issue for HCVs to use the railway station rank. Since 2012, Abellio has taken over the station but it was not consulted in 2014.
- 4.24 A cyclist organisation was concerned about licensed vehicle driving standards, although they felt that quite a few of those causing concern were from the South Cambridgeshire PHV fleet.

### **Taxi Trade Consultations**

- 4.25 During the 2012 survey, only 15 responses were received from the trade – one from a trade organisation and 14 individuals, and Members were concerned that the survey did not adequately represent the trade and there was not clear enough evidence to support a decision.
- 4.26 In November 2014, 936 proprietors/drivers/operators received a questionnaire. The trade associations also organised a drop in session to assist recipients fill in the questionnaire. 244 valid responses were received, which is a 26% response.
- 4.27 86% of those responded drove HCVs. The average numbers of days worked was six. The average number of hours worked per week was 54 with a range up to 85 hours.
- 4.28 51% said their main work was from the ranks and 14% from the phone. 24% provided service from all the ranks and a further 11 % all the ranks apart from the railway station.
- 4.29 Working hours were affected by a range of issues such as family commitments, constrained by when they could access ranks and reduction in work available, traffic congestion, to make ends meet. A number had found niche markets and others had swopped to private hire to improve the guarantee of work.
- 4.30 The CTS survey (p.69) states that the responses from the trade suggest a significant level of spare capacity in the fleet to undertake more work. However, this appears to be contrary to many of the responses which suggest that drivers are working long hours.

4.31 In the CTS survey (p. 69) 95% of those responding said a limit would be important in the development of the trade. The survey does not explain this point. They felt that the public would benefit from a limit with the reduction of congestion, therefore reduction in pollution and from vehicles circulating to find rank space. Many said safety would be improved as drivers would be able to focus on customers rather than obtaining work.

### **Wheelchair Accessibility Research**

4.32 In the 2012 survey, there was a request for further research to be carried out to establish if the current Council policy on wheel chair accessibility meets the needs of disabled people. This additional research included a mystery shopper exercise, a survey of 100 disabled users and a specific disability-focussed stakeholders' interview.

4.33 59% of those interviewed had no access to a car, and many of the others were dependant on having lifts. A third used a licensed vehicle at least once a week, some almost daily. Even from those making less frequent trips, it was clear how important to them the licensed vehicle trips were.

4.34 Members of the public frequently do not distinguish between a HCV and PHV. 14% of those responding to this research had no problems with hackney carriages, but the top issue was related to cost. Others felt drivers made comments inappropriate to their disability.

4.35 Only 7% wanted ranks elsewhere, the most common being at the hospital and Market Street. Two thirds would choose a wheelchair accessible vehicle at a rank, with one third unable to use any sort of vehicle. There are issues regarding the size of wheelchairs, particularly powered ones, and the vehicles available to those passengers.

4.36 There were a number of actions that need to be taken forward to improve the service for those with disabilities. These included disability awareness training for drivers, information and advice about users' rights and a better understanding of the differences between hackney carriage and private hire vehicles.

4.37 Work is being undertaken to address these issues and to develop a new disabled access policy. A report will be presented to Licensing Committee within the next 12 months

## 5. CONSULTATIONS

- 5.1 The survey consulted with members of the public, stakeholders and the trade. It also consulted with disability groups. A summary of the responses can be found in the report as attached in Appendix A. Due to confidentiality issues, individual responses have not been included.
- 5.2 Contact has also been made with Oxford City Council and Sheffield City Council as they have introduced limits to their HCV fleet.
- Sheffield set a limit of 830 in 2007, which was the number licensed at the time of the meeting. However, when the meeting was held, the Council had over 20 new applications awaiting determination and the number of licences in force became 854, once those had been processed. If applications are received which, if granted, would take numbers above the limit they are determined by Members, rather than officers.
  - Oxford has a limit of 106 and has limited numbers consistently for approximately 40 years. If applications are received which, if granted would take numbers above the limit, they are rejected by officers, with the right of appeal to Members.

## 6. OPTIONS

- 6.1 A limit on the number of HCV licences can be imposed only if members are satisfied that there is no significant demand for HCVs within the City of Cambridge which is unmet.

If Members are not satisfied that there is no significant demand which is unmet, there is no power to limit the number of HCV licences.

- 6.2 If Members are satisfied that there is no significant demand which is unmet, they may EITHER :

decide to introduce a limit on the number of HCV licences which may be issued.

OR

decide not to introduce a limit.

- 6.3 If Members decide to introduce a limit, they will need to resolve, on the basis of the evidence before them, the number of hackney carriage licences to be allowed.

Officers have identified the following options about the number of hackney carriage licences to be allowed:

- a. To set the limit at a number greater than the current number of licences.

As Members will have determined, by this point, that there is no unmet demand that is significant then increasing the numbers may be inappropriate because it will have been accepted that there are currently enough HCVs available.

- b. To set the limit at a level lower than the current number of licences.

In order to reduce the number of licences, natural wastage would be required, as and when licences are surrendered, as the only practical way of achieving this, over an indeterminate period.

- c. To set the limit at the level currently licensed, including allowing those applications in the process and potential applications where a vehicle has already been purchased.

This is the recommended option.

It recognises that Members will have determined that they are satisfied that there is no unmet demand that is significant. It would be a pragmatic approach, allowing the retention of existing licences and the issue of licences for which the Council has already received applications and for those applicants who have already purchased a new vehicle prior to Committee.

This is necessary to meet the legal requirement that applications should be determined in accordance with the Council's adopted policy.

If Members determine to follow this option, the deadline for such applications to be valid would need to be set with immediate effect from the taking of the decision.

Potential Benefits of imposing a limit

- It may assist in limiting the perception that there is little road space for vehicles to wait in the central area
- It may halt the trend towards working longer hours and assist in improving passenger and driver safety
- Driver focus could be on developing the current customer base rather than fighting with each other for trade
- Potential improvement in air quality with the reduction of further HCVs travelling in the City.
- Introduction of a limit would be supported by the existing cohort of hackney carriage drivers of licensed vehicles,

#### Potential Disadvantages of imposing a limit

- Introducing a limit may create a market for vehicle licences which would not, necessarily, be in the public interest.
- It may reduce the opportunity for taxi drivers to become plate owners
- There may be a lack of competition between those operating the licensed vehicles which may lead to a fall in standards

#### Potential Benefits of maintaining current unlimited numbers

- It would provide more choice for employment and give opportunities for taxi drivers to become plate owners.
- Potential for a more effective service to the public.
- With a reduced bus service to and from the City during the evening, the policy could contribute towards a significant proportion of the community's needs and enhance the night time economy

#### Potential Disadvantages of maintaining current unlimited numbers

- It may be necessary to take enforcement action on over ranking at the Drummer Street rank.
  - The issue of safety arising from continued increase of working hours by drivers would be relevant as there will be increased competition for work.
- Potential increase in air pollution due to increase in vehicles

## 7. Decision-making

- 7.1 The Local Authorities (Functions and Responsibilities) (England) Regulations 2000 define whether responsibility for Council functions rests with the Executive or with the full Council. Regulation 2 and

Schedule 2 state that the power to license hackney carriages and private hire vehicles shall not be exercised by the Council's Executive. This licensing function (which includes imposing a limit on numbers) is what is often referred to as a "regulatory function".

- 7.2 The Council has delegated responsibility for most of its regulatory functions to committees. The scheme of delegation in the Council's Constitution places responsibility for this function with the Licensing Committee. The Council has not reserved any aspect of this function to itself and therefore the Committee is entitled to make decisions on the matters raised in this report. In the event of a tied vote, the Chair has a casting vote.
- 7.3 If the Committee is unwilling or unable to take a final decision, it may decide to refer the matter to Civic Affairs (for decision or reference on to full Council) or direct to Council. The matter shall also be referred to Civic Affairs Committee (for decision or reference on to full Council) on the request of the committee spokesperson for a political group, or on the request of any two other members.
- 7.4 Members should give full reasons for decisions made in respect of this report.

## 8. **CONCLUSIONS**

- 8.1 The CTS report concludes that there is no significant demand that is unmet. If Members are satisfied that there is no significant demand that is unmet, then the Council can consider whether to introduce a limit on the numbers of licensed hackney carriages or not.
- 8.2 If Members decide that there is no significant unmet demand and that a limit should be introduced, it will be necessary to determine the level at which it should apply, the timescale for its imposition and how other issues arising from the introduction of any limit should be addressed within the timeframe for implementation.
- 8.3 Members will need to consider the likely effect of any delay in implementing a limit and be mindful of the possibility that a significant number of additional applications might be received if there is any delay.
- 8.4 A review on whether to limit numbers of hackney carriage licences should take place every three years and be subject to local consultation. The funding for it has been incorporated into the hackney carriage vehicles renewal licensing fees from 2015/16.

8.5 An action plan will need to be developed to address the issues raised during the disabled access research.

## 9. IMPLICATIONS

### (a) Financial Implications

None for the Council

### (b) Staffing Implications

- If Members determine that no limitation of licence numbers is to be introduced, there would be no significant staffing implications.
- If Members determine that limitation should be introduced, there may be a significant short term effect on the licensing administration team, depending on factors such as the level at which limitation is proposed to be set, the date from which the limit will begin.

### (c) Equality and Poverty Implications

An Equalities Impact Assessment has been carried out

### (d) Environmental Implications

If a limit is imposed there is a potential for some improvement in air quality with the reduction of HCVs travelling in the City

### (e) Consultation and communication

Nil

**BACKGROUND PAPERS:** The following are the background papers that were used in the preparation of this report:

Equality Impact Assessment

To inspect these documents contact Yvonne O'Donnell on extension 7951

The author and contact officer for queries on the report is Yvonne O'Donnell on extension 7951.

Date originated: 15 January 2015

Date of last revision: 15 January 2015





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TRAFFIC + TRANSPORTATION

THE DATA COLLECTION SPECIALISTS

**Cambridge City Council**  
**21632: Hackney Carriage**  
**Survey**

**December 2014**





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## **Data Quality Assurance:**

Report by: Ian Millership

Date: 22/12/14

Checked by: Joe Maclaren

Date: 22/12/14





# 1. Introduction

Cambridge City Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. The licensing authority had a limit on the number of hackney carriage vehicle licences up to 2001. Regular studies of demand had been undertaken in 1992, 1995 and 1999 in support of the limit. The limit was removed in 2001.

In May 2012 CTS were appointed to undertake a survey to identify if there was any unmet demand at that time so that the potential for re-introducing the limit could be tested. In January 2013 it was decided that there was an insufficient evidence base for the committee to be able to conclude the limit should be returned. In July 2014 the issue of a limit was raised again and a request made that a renewed attempt be made to obtain a more significant trade response to fill the gap in the evidence base. A key matter was to ensure the trade would feel their feedback will be considered appropriately.

## **Study timetable**

Cambridge appointed CTS Traffic and Transportation on 20<sup>th</sup> October 2014 to undertake this "Hackney carriage survey" in line with our quotation Option A dated September 2014 and revised in accordance with our pre-appointment discussions of 10<sup>th</sup> October 2014.

Following appointment and an inception meeting on Wednesday 29<sup>th</sup> October 2014, the new driver survey was issued from Monday 3<sup>rd</sup> November onwards with a return date of 1<sup>st</sup> December 2014. A limited amount of updating and renewed consultation was also undertaken. A draft final report was submitted and reviewed in December 2014 to identify any factual or missing issues. The Final Report will be presented to the Licensing Committee in January 2015.

To maintain consistency and keep costs down, this report is an update of the 2012 report amended where necessary, with other information left unchanged where it remains valid.

## **National background and definitions**

At the present time, hackney carriage and private hire licensing is carried out under the Town Police Clauses Act 1847 (as amended by various further legislation including the Transport Act 1985, especially Section 16) in regard to hackney carriages and the Local Government (Miscellaneous Provisions) Act 1976 with reference to private hire vehicles. A number of modifications have been made within more recent legislation and through case law.

The issue of limits on hackney carriage vehicle licences (and other potentially restrictive practices) were considered by the Office of Fair Trading (OfT) (and latterly the House of Commons Select Committee on Transport). The Department for Transport most recently published Best Practise Guidance in April 2010 to cover a number of more recent issues and take on board both the recommendations of the OfT and House of Commons Select Committee (HoC SC). More recently a further HoC SC has led to the Law Commission (LC) taking on a wide ranging review of vehicle licensing law to be completed over the next few years. The consultation document from the LC was released in mid-May 2012 and their final recommendations published on 23<sup>rd</sup> May 2014.

The final LC document was issued on 23<sup>rd</sup> May 2014. It is very unlikely that this will be able to find time to become Law before the next election, although the Government must make an outline statement within six months (due very shortly) and provide detailed comment within a year.

The LC Report includes 84 recommendations (specific recommendation numbers in brackets below from Report) including:

- Retaining the two-tier system (1)
- A statutory definition of pre-booking (3) and a new offence of anyone other than a locally licensed taxi driver accepting a booking 'there and then' (10)
- That the term "hackney carriage" should be replaced in legislation with the word "taxi" (4)
- New duty on taxi drivers to stop in specified circumstances if so determined by the local licensing authority (12)
- Each licensing authority under a duty to consult on the need to alter rank provision, not exceeding every three years (13)
- Introduction of national standards for taxi and private hire services (30)
- Licensing authorities retain power to set local taxi standards over and above national standards (46)
- A more flexible power to introduce and remove taxi licensing zones (57)
- Licensing authorities continue to have power to limit the number of taxi vehicles licensed in their area (58)
- Subject to a statutory public interest test with how this statutory test should be applied determined by the Secretary of State (59)
- Reviewed every three years and subject to local consultation (60)
- Mandatory disability awareness training for all drivers (62)
- An accessibility review at three year intervals (65)

Other recommendations are included of less relevance to this current report.

The Deregulation Bill, currently after second reading stage in the Lord's has three taxi licensing clauses which were added during its passage through the Commons. These cover unlicensed relatives being able to drive private hire vehicles (now dropped), operators being able to transfer work across borders and length of driver and operator licences.

An opportunity was also given for trade representatives to identify conditions of licence that were felt to be unduly restrictive. None of these really impact on the issue of unmet demand directly but could have some impacts on operations which might move demand from hackney carriages towards private hire more than the current situation might.

At the present time, each licensing authority in England supervises the operation of two different kinds of licensed vehicle. Firstly, all vehicles able to carry nine or more passengers are dealt with under public service vehicle licensing and licensing authorities only have jurisdiction over those carrying eight or less passengers. These vehicles are further subdivided into:

- Hackney carriage vehicles (sometimes referred to as 'taxis' in legislation), which alone are able to wait at ranks and pick up people in the street (ply for hire). To operate such a vehicle also requires a driver to be licensed to drive within the area the vehicle is licensed to operate
- Private hire vehicles, which can only be booked through an operating centre and who otherwise are not insured for their passengers (often also known as 'taxis' by the public). To operate such a vehicle requires a vehicle and driver licence, and there must also be an affiliation to an operator. Such vehicles can only transport passengers who have made bookings via this operator.

For the sake of clarity, this report will refer to 'licensed vehicles' when meaning hackney carriage and private hire collectively, and to the specific type when referencing either specific type of vehicle. The term 'taxi' will be avoided as far as possible, although it has to be used in its colloquial form when dealing with the public, few of whom are aware of the detailed differences.

### **Review aims and objectives**

Cambridge is seeking a review of their current policy towards hackney carriage quantity control in line with current Department for Transport (DfT) Best Practice guidance as published in April 2010. Further background information about previous policy is contained in Chapter 2 to set the context of the current situation.

The "Best Practice Guidance" paragraph 47 states: "Most licensing authorities do not impose quantity restrictions, the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered..." Recent information suggests that some 75% of licensing authorities in England and Wales either have never limited numbers, or have removed their limit since the OfT published its results. Around 90 authorities currently retain a limit – although a small number have over recent years returned the limit on vehicle licences (notably including Sheffield and Birmingham, but also including Slough, Derbyshire Dales, Wirral, Watford and Chesterfield).

Cambridge requires this review to make recommendations on what policy the Council should retain or adopt, considering the whole range of policy options open to the Council. At this time, research which builds upon, rather than duplicates, any previous research should be undertaken. The key area for analysis is research within the taxi trade exploring current practices with drivers and collating that data. This review report must contain reasoned, recommended policy options for the Committee to consider.

### **Report structure**

This Report provides the following further chapters (fully updated in 2014 unless stated otherwise):

- Chapter 2 – current background to taxi licensing statistics and policy
- Chapter 3 – results from the rank surveys
- Chapter 4 – results from the surveys undertaken with the public (unchanged from 2012)
- Chapter 5 – stakeholder consultation (police and county sections updated in 2014)
- Chapter 6 – more detailed disability review (unchanged from 2012)
- Chapter 7 – results from consultation with the taxi licensing trade
- Chapter 8 – consideration of the responses to BPG paragraph 47 and Annex A questions
- Chapter 9 – a review of options relating to the Equality Act
- Chapter 10 – summary and conclusions of this review
- Chapter 11 – recommendations for policy arising from this review.

## **2. Background to taxi licensing in Cambridge**

### **The Cambridge council area**

Cambridge is one of five district councils within the county of Cambridgeshire. The 2014 publicly available Sub National Population Projections (SNPP) estimates (for which consistent Cambridgeshire estimates are available) is 122,461. Amongst the five districts, Cambridge is at the midpoint in population terms –with Huntingdonshire being the largest (174,024). Interestingly, the 2014 level based on the 2011 census is marginally less than the 2012 estimate which was from 2008 figures projected.

Cambridge is a long-established University City, and the base for Cambridgeshire County council. The city, however, is surrounded quite tightly particularly by its South Cambridgeshire hinterland, where a good proportion of those working in Cambridge also live. With two key railway routes to London, there is also a heavy commuter flow to and from London. Cambridge also has a long history of association with high levels of cycling.

### **Background City and County Council policy**

Transport planning in Cambridge is led principally by the County and is contained within the Local Transport Plan. Recent key developments include the St Ives Busway project, a key stop for which is located near to the railway station (and which has seen significant highway revision in this area). A very strong pro-bus / pro-sustainable transport policy is held. This has long been supported by a significant area of the central city being pedestrianized, with no car access allowed between 1000 and 1600.

### **Policy of restricting hackney carriage vehicle licences**

Cambridge City Council has a power to restrict the number of hackney carriage vehicle licences it grants when it is satisfied there is no unmet demand for the services of hackney carriages which is deemed to be significant. This power has been in this format since the introduction of the 1985 Transport Act, Section 16 (before which the power to limit was unfettered). Cambridge ceased to use this power in 2001 after the last of several regular surveys.

### **Background statistics**

Information was provided to demonstrate the current make-up of the licensed vehicle fleet in the Cambridge City Council area, including current vehicle trends. The table below shows the historic level of vehicle numbers in this area.

	Hackney carriage vehicles (%WAV)	Private hire vehicles	Total licensed vehicle fleet	Driver numbers				Comment
				hcd	phd	Dual	Total	
Limit removed in 2001								
<b>1994</b>	120	unknown	n/k	273				
<b>1997</b>	125 (8)	281	406	318	393	0	711	
<b>1999</b>	147 (14)	352	499			0		
<b>2001</b>	175 (41)	325	500			0		
<b>2004</b>	235	236	471			0		
<b>2005</b>	257 (53)	209	466	482	354	0	836	37 op
<b>2007</b>	282 (59)	135	417	492	248	0	740	33 op
<b>2009</b>	298 (62)	199	497	508	295	0	803	34 op
<b>2010</b>	302 (62)	197	499	Not collected				
<b>2011</b>	303 (62)	211	514	507	289	0	796	29 op
<b>2012 NPHA</b>	301 (62)	217	518	Not collected				
<b>2012 Co</b>	293	217	510			0		28 op
<b>2013</b>	266 (70)	179	445	45	29	615	689	23 op
<b>2014 NPHA</b>	301 (63)	191	492	Not collected				
<b>2014 Co</b>	309	179	488	28	13	698	739	24 op

*Note: DfT statistics suggested used from 1994 to 2007 and 2011.  
National Private Hire Association survey for 2010/2012/2014,  
Council statistics at start of study for 2012 and at 29/10/14 for 2014  
"op" means number of private hire operators reported by DfT  
%WAV = percentage of fleet which are wheel chair accessible vehicles*

Hackney carriage numbers have grown from 120 (with there being around 147 at the time the limit was removed), to a peak of 309 at the start of this updated survey. This is an increase of 158% since 1994. If the number at removal of the limit is taken, the current number of licences is 10% more than double that number.

Private hire vehicles peaked at 352 in 1999, just before the limit was removed. Since 1999, the numbers have declined to 179 at the current time (50% fall from that peak, and 36% from 1997), although numbers were lowest in 2007, at just 135 (although this could be an error in DfT statistics). We understand this is partly due to transfers to hackney carriage (fall from 1999 onwards) and partly due to transfers of vehicles to having South Cambridgeshire licences (more recent decline and still ongoing). To reiterate, 2014 private hire numbers are now lower than they were when records began in 1997.

The total vehicle fleet in 2014 is now lower than it has been since the 2007 minimum, but still 20% more than in 1997.

Since 2012 dual driver licensing has been introduced so it is no longer possible to differentiate the number of hackney carriage and private hire drivers. Current total driver numbers are 4% higher than in 1997, although there has been quite some variation in between these times. The peak driver numbers were in 2005 (18% higher) whilst the lowest were 689 in 2013. 2014 numbers have increased 7% in this last year.

### **Comparative information**

The Table below compares recent licensed vehicle numbers for other Cambridgeshire authorities plus Peterborough, Oxford, Norwich, Ipswich and Sheffield, using a mixture of DfT and information from Councils where studies have recently been undertaken. The table is listed with the lowest provision of hackney carriages (hcv) per thousand of population at the top of the table.

<b>Area</b>	<b>Popn (est of 2014, 000)</b>	<b>No of HCV (% WAV)</b>	<b>HCV per 1000 popn</b>	<b>No of PHV (% WAV)</b>	<b>PHV per 1000 popn</b>	<b>Total veh</b>	<b>Total veh per 1000 popn</b>
<b>South Cambridgeshire</b>	157	7 (14)	0.0	760 (1)	4.8	767	4.9
<b>Huntingdonshire</b>	174	93 (33)	0.5	446 (2)	2.6	539	3.1
<b>Oxford (R)</b>	151	107 (100)	0.7	583 (0)	3.9	690	4.6
<b>Peterborough</b>	192	182 (100)	0.9	567 (3)	3.0	749	3.9
<b>Fenland</b>	100	109 (0)	1.1	37 (0)	0.4	146	1.5
<b>East Cambridgeshire</b>	90	102 (7)	1.1	34 (18)	0.4	136	1.5
<b>Ipswich</b>	136	164 (34)	1.2	334 (1)	2.4	498	3.7
<b>Norwich</b>	138	199 (100)	1.4	353 (0)	2.6	552	4.0
<b>Sheffield (R)</b>	565	857 (100)	1.5	1427 (0)	2.5	2284	4.0
<b>Cambridge</b>	<b>122</b>	<b>309 (63)</b>	<b>2.5</b>	<b>179 (0)</b>	<b>1.5</b>	<b>488</b>	<b>4.0</b>
<b>England average (excl London)(2014 NPHA)</b>		<b>n/a(42)</b>	<b>1.1</b>	<b>n/a(3)</b>	<b>2.2</b>	<b>n/a</b>	<b>3.3</b>

*Note: Population values are 2012 estimates from 2008 based projections, in thousands  
Hackney carriage vehicle (HCV) and private hire vehicle (PHV) numbers are from NPHA 2012 survey, apart from Cambridge which was number at inception meeting.  
WAV = wheelchair accessible vehicle*

In 2014, Oxford has long restricted hackney carriage numbers, and Sheffield re-applied a limit and has retained this since. Huntingdonshire and Peterborough both had limits but removed them after Cambridge. All other authorities above have not had limits for some while, if at all.

Cambridge is the only authority in the table with over 2 hackney carriages per thousand of population. The level of provision, at 2.5, is some 60% higher per thousand of population than the three nearest authorities (who have 1.2 to 1.5 vehicles per thousand of population, two of whom have fully WAV fleets).

In terms of private hire vehicles and overall licensed vehicle fleet, Cambridge has the third best provision within the comparison, with 4 licensed vehicles per thousand of population. This level is only exceeded by Oxford and South Cambridgeshire. The latter occurs effectively because private hire vehicles from South Cambridgeshire undertake a lot of work in the Cambridge City area (as noted above at least one company has a significant number of vehicles from South Cambridgeshire as well as Cambridge City). In essence demand for licensed vehicles in Cambridge can therefore be met by 939 private hire and 309 hackney carriages – since for the general public it is very hard to differentiate the South Cambridgeshire private hires from those based in the City.

Compared to English averages excluding London Cambridge has well over twice the national level of hackney carriages (2.5 compared to 1.1) although less than the average for private hire vehicles. Overall provision of licensed vehicles is 21% higher than the English average excluding London.

Hence those wanting licensed vehicle – both hackney carriage and private hire – in Cambridge therefore enjoy an extremely healthy provision of both kinds of vehicle. The emphasis is on hackney carriages, with the City seeing 63% of its licensed vehicles as hackney carriage.

### ***Vehicle Accessibility***

At present any new hackney carriage vehicles have to be wheel chair accessible. The only exception is that plates 1-121 have grandfather rights in which there is no current requirement for them to transfer to WAV style. The proportion of vehicles that are wheel chair accessible is around 63% and without change to the grandfather rights may not be able to increase much further. Cambridge City Council provided us with a breakdown of the vehicle types in the hackney carriage fleet in 2012 (this has been assumed to apply to 2014 although actual vehicle make-up will have changed, though the percentage has risen from 61% to 63% now)

<b>Make &amp; Model</b>	<b>Number licensed as Hackney Carriages</b>	<b>Wheelchair Accessible?</b>
Audi A4	3	N
Audi A6	2	N
BMW 520D SE	1	N
Citroen C5	1	N
Citroen Dispatch	5	Y
Citroen Euro Taxi	1	Y
Citroen Xsara	1	N
Fiat Scudo	12	Y
Ford C-max	1	N
Ford Focus	1	N
Ford Mondeo	21	N
Ford Tourneo	5	Y
Honda Accord	3	N
Kia Carens	1	N



TX4	17	Y
TXII	14	Y
Mercedes C200	1	N
Mercedes C220	4	N
Mercedes C270	1	N
Mercedes E220	3	N
Mercedes VITO	24	Y
Nissan Primera	1	N
Nissan Primastar	3	Y
Peugeot 307	1	N
Peugeot 407	2	N
E7	24	Y
Peugeot Expert	18	Y
Renault Traffic	12	Y
Skoda Octavia	15	N
Skoda Roomster	1	N
Skoda Superb	2	N
Toyota Avensis	19	N
Toyota Corolla	2	N
Toyota Prius	4	N
Vauxhall Astra	2	N
Vauxhall Vectra	7	N
Vauxhall Vivaro	1	Y
Vauxhall Zafira	4	N
Volkswagon Passat	8	N
Volkswagen Shuttle	2	Y
Volkswagen Transporter	42	Y
Volvo V70	1	N

As can be seen from the list above there is a wide range of vehicle types which all have their own 'advocates' by drivers and passengers. The reason for this is that some disabled people have particular needs and others including the general public also have strong preferences. So keeping a balance of vehicle types is desirable. But there are problems with maintaining this policy.

#### Problems with a fleet with such a mix of vehicles

Many people think that saloon hackneys are cheaper than WAVs especially purpose built vehicles.

When people express their preference by not booking the first taxi in the rank queue there can be arguments with drivers and also difficulties in backing up.

Some of the vehicles are difficult to use due to features such as high step or sill heights or small boots.

The diversity of the fleet makes it difficult for disabled taxi users to receive effective training in vehicle access and features as is possible in places where only one purpose built vehicle is licensed.

However, on balance these are not reasons to abandon the present policy; rather they imply that there is a case for a more detailed analysis of particular features which disabled people require leading to the issue of consumer advice.

Meanwhile the current situation does suggest that Cambridge City is in a healthy position with regard to the impending Equality Act Section 161 if this was implemented and Cambridge returned a limit on hackney carriage vehicle numbers. This is considered further in Chapter 8.

### ***Driver ratios***

At the present time, there are 739 hackney carriage drivers for 488 vehicles. This driver ratio of 1.5 suggests there is double shifting of the licensed vehicle fleet. In 2014 it is no longer possible to compare the level of drivers to vehicles in the two separate fleet sectors with the dual driver licences.

### ***Fares***

Using the latest Private Hire and Taxi Monthly published fare table (November 2014 – December not published) Cambridge City Council fares (currently £6-40 for a 2 mile tariff 1 fare) rank 35<sup>th</sup> equal highest of the 365 fares authorities in England, Scotland and Wales (a fall from 29<sup>th</sup> equal in 2012). 19 other authorities share this fare level, Arun, Bath and North East Somerset, Gravesham, Guernsey, Harrogate, Malvern Hills, North Hertfordshire, Norwich, Oxford, Purbeck, Rother, South Cambridgeshire, South Gloucester, South Lakeland, Stroud, Surry Heath, Watford, Woking and Wokingham – some notable comparators (particularly Norwich and Oxford). South Cambridgeshire fares are also at a similar level (see list).

In terms of national fares, the highest fare at November 2014 was £7-60 and the lowest £2-80 for the 2 mile tariff 1. The national average fare is £5-62, some 12% lower than the current Cambridge fare, whilst the average 'East Anglia' regional fare is £5-70, 11% less. The level of fare set therefore appears reasonable for Cambridge, although if anything slightly on the high side, albeit similar to its other University cousin Oxford – which also has a fully WAV fleet (and so higher costs in general).

### 3. Results from rank surveys

The Table below shows the result of our review of the ranks available in Cambridge. This is based on information provided by the Council for our proposal and by site / internet searches following the start of this study. It also includes information received during a visit hosted by the hackney carriage trade organisation in December 2011. At the time of writing this report, no confirmation had been received from Cambridgeshire county council in regard to the formal nature of these ranks or otherwise, apart from a list provided at the Inception Meeting by the City Council.

Other than the locations listed below, we are not aware of any other ranks within the Cambridge City council area. Apart from Drummer Street now being a linked feeder (using a CCTV system) and developing changes at the private station rank, the rank situation in 2014 is exactly the same as in 2012 although some of the lesser used night ranks in 2012 now see some usage in 2014.

<b>Rank / operating hours</b>	<b>Spaces</b>	<b>Comments</b>
<b>24-hour ranks</b>		
St Andrew's Street (near Hobson Street)	6 to 7	Main town centre rank – controlled by byelaw rather than Traffic Regulation Order (TRO)
Drummer Street	9	Rank near to bus station – has TRO – in 2013 became linked feeder to St Andrew's Street using CCTV system.
Parkside	5	Recent rank to cover longer distance bus and coach stops – has TRO
Station Road	2 parts – 4 spaces and 7 spaces	Rank on public land near railway station – rarely used and expected to be removed with CB1 development plans
Market Hill / Square	5 + 5	Though rank is formally all days and times, access to the area is limited by the pedestrian zone that operates 1000-1600 Mondays to Saturdays. By byelaw
<b>Night ranks</b>		
Bridge Street	2	Also used during daytime hours. Formally only 1900 – 0600. Has TRO
Sidney Street near Sussex Street	2	1900 to 0700 only – marked only by bollards – near Superdrug. Has TRO. In 2014 now well-used
Sidney Street near Petty Cury	6	1900 to 0600 only – not found in walk-round – near Boots. Has TRO. Well used in 2014.

St Andrew's Street near Park Terrace	6	1900 to 0700. Has TRO but physically removed by revised road layout and kerbing. Discussions current with police and highway authority to re-sign and rebrand to help address issues with illegal plying for hire near Regal.
<b>Informal rank locations</b>		
Jesus Lane	n/a	Potential location where private hire arrange pick-ups, from trade comment
<b>Cambridge station (private rank)</b>		
Rail station	14 (approx. plus feeders)	Administered by rail company with supplementary permit arranged with trade group, number of permits limited to less than current number of hackney carriages. Rank changing with redevelopment of station frontage.
<b>Other locations</b>		
King's Parade	n/a	Former rank now disabled parking bays
Fair Street	n/a	Former rank not used and now disabled parking bays
New Square	n/a	Location where trade would like a rank

Surveys were proposed during the tender stage of the project (as informed by discussion with the licensing officer and our pre-tender surveys), and were modified at the inception meeting to take account of current expectation of times of use of ranks and informal rank locations. The net impact of the revision was to increase the included survey hours from a total of 170 to an increased total of 187 hours, but with a spread felt to more accurately record active locations. There were a further 7 hours of observation of pedestrian movements in the Fair Street area to identify the level of footfall, plus an automatic traffic count only collecting hackney carriage movements at Cambridge station (covering the fourteen day period between 18:00 on Friday 6<sup>th</sup> July and 08:00 on Friday 20<sup>th</sup> July).

The Table below shows the actual hours observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no hackney carriage vehicle was there.

Location	Day / date (all 2012)	Time observed	Total hours observed
<b>24 hour ranks</b>			
St Andrew's St	Fri 22 June	1000 - 0400	18
	Thurs 28 June	1200 - 0000	12
Drummer Street	Weds 20 June	1000 - 2000	10
	Sat 23 June	1000 - 2000	10
Parkside	Sat 23 June	1000 - 2000	10
Market Street (in two parts)	Fri 22 June	1800 - 0500	11
	Fri 22 June	1800 - 0500	11
	Sat 23 June	1800 - 0500	11
	Sat 23 June	1800 - 0500	11
<b>Night Rank</b>			
Bridge Street	Sat 23 June	1000 - 0500	19
<b>Informal location</b>			
Jesus Lane	Sat 23 June	2200 - 0300	5
<b>Private Rank, Cambridge Station</b>			
Station	Wed 20 June	1200 - 0300	15
Station	Fri 22 and Sat 23 June	0800 - 0500	44
<b>TOTAL HOURS</b>			<b>187</b>

Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 1**. The survey comprised some 187 hours of observation. In addition, plate numbers were recorded for a further 18 hours on other days in order to identify the level of activity of the hackney carriage fleet, as well as identifying the round trip time of vehicles at the two main ranks. It should be noted that vehicle waiting times at the station rank are only for the main rank, with estimates for the feeder waiting time being made from the plate observations.

The Table below summarises the time periods observed at each locations as well as providing overall operational statistics for each location during each period of observation. A detailed description of the observations follows below.

Rank	Period (2012)	Average passenger arrivals per hour that rank is active	Passengers per hackney carriage	Average wait time for passengers (sec)	Average vehicle arrivals per hour	No. of wheel chair passengers observed	% of hackney carriages leaving empty
St Andrew's Street	Friday 22 June 1000 - 0400	107	1.9	20	62	0	8
	Thursday 28 June 1200 - 0000	79	1.7	10	52	0	8
Drummer Street	Wednesday 20 June 1000 - 2000	1	1.6	27	4	0	81
	Saturday 23 June 1000 - 2000	2	1.9	71	3	0	74
Parkside	Saturday 23 June 1000 - 2000	4	1.3	50	6	0	51
Market Street	Friday 22 June 1800-0500 (a)	2	2	390	2	0	50
	Friday 22 June 1800 - 0500 (b)	10	3	0	7	0	55
	Saturday 23 June 1800-0500 (a)	2	2	0	2	0	33
	Saturday 23 June 1800-0500 (b)	10	3.2	22	7	0	53
Bridge Street	Saturday 23 June 1000 - 0500	4	2.8	12	3	0	56
Jesus Lane	Saturday 23 June 2200 - 0300	4	3	0	3	0	60
Railway Station	Wednesday 20 June 1200 - 0300	94	1.3	0	75	0	3
	Friday 22 June 0800 - 0400	116	1.3	0	89	0	1
	Saturday 23 June 0500 - 0500	103	1.4	0	74	0	4

In general, the table above demonstrates there are two very busy ranks in Cambridge, and a number of other, much less well-used locations, with a strong disparity in use between the two sets of ranks. Most of the lesser-used ranks have very high levels of empty vehicle departures, suggesting most are principally waiting areas for those vehicles on radio circuits, although this does provide some service to customers who might otherwise not obtain a vehicle at these lower demand locations.

Also, the table shows no usage by wheel chair passengers at any rank during our survey. Apart from the railway station, the other main rank does see passengers waiting for vehicles to arrive (see below).

### **St Andrew's Street rank**

This rank is the major rank in the city centre of Cambridge, and is adjacent to the pedestrianized area. The rank only has space for six vehicles although seven are regularly allowed to fit in the space. The 2012 issues of over-ranking are now resolved by the new arrangement including Drummer Street spaces and cctv connection (See below).

The rank was observed on Friday 22<sup>nd</sup> and Thursday 28<sup>th</sup> June 2012, in the first instance from 1000 through to 0400 on the Saturday morning, and in the second instance between 1200 and midnight that day.

#### *Friday operation*

During the Friday, the rank saw around 107 passengers per hour with occupancy of loaded taxis being 1.9 persons. Just 8% of vehicles arriving at this location left without passengers. During the course of this day, passengers were observed having to wait for vehicles to arrive at various times. Over the whole period, the average wait by a passenger for a hackney carriage was 20 seconds, although this masked a wide range of waits.

A total of 1,933 passengers were served at this location. Ten hours saw over 100 passengers – with the busiest hour (0300 to 0400) seeing 259 passengers. Every hour from 1400 until 1900 saw over 100 passengers. The lowest number of passengers observed was 30 between 1000 and 1100. For a rank with so few spaces and no real feeder, this volume of passengers is remarkable.

However, between 1300 and 1900 passenger waits were experienced at some point during every hour. Unsurprisingly, the largest waits were related to the busiest 0300 hour (with 122 of the 259 passengers experiencing a wait for a vehicle to arrive). Over the day, some 214 passengers experienced a wait of up to five minutes, with a very small 17 persons experiencing a wait between 6 and 10 minutes – with the longest wait experienced being 10 minutes. Given the volume of passengers and the design of the rank, this remains excellent service.

Even with this high volume of passengers and rapid turnover, vehicles might still have to wait in some periods over 20 minutes for a fare, although the highest average waiting time of a hackney carriage in any hours was just 12 minutes – and for most the average wait here for a fare was much less. This does not take account of the time any vehicles had to wait to obtain a space on this rank by looping round.

#### *Thursday operation*

The Thursday saw less passengers per hour – but still a very high average of 79 passengers per hour. Each taxi on average took 1.7 passengers (slightly lower than Friday). A similar proportion, some 8% of vehicles left the location without a passenger. On average 52 vehicles per hour served this location. Thursday saw less passengers wait for a hackney carriage to arrive, with the average waiting time halved to 10 seconds per person, and just 52 people waited (only two waiting a maximum of 6 minutes).

A total of 952 passengers used this rank in the twelve hours observed (compared to 1312 on the Friday for the same hours (38% more)). Thursday only saw two hours with over 100 passengers, with the busiest hour being 2300 to midnight. Longest waiting times between passengers were higher, although again average waits were relatively low by vehicles.

In summary, the service provided at St Andrew's Street is excellent and very high volume. The difficulties experienced at this location in 2012 in terms of capacity have generally been removed by the use of Drummer Street as a feeder rank with a linked cctv system (although some reports of this equipment not working correctly are being investigated by the highway authority). This has increased the ability of this rank to service trade and has also reduced instances of passenger waiting here.

### **Drummer Street rank**

Since 2012, this rank has become a feeder to St Andrews Street and operates in the opposite direction to the description below. There are now nearly always vehicles waiting here and at times this location (and no longer St Andrew Street) can see over-ranking. The notes below have been left in for completeness. The main change now is that there are always plenty of vehicles here and it is understood some passengers now choose to take a vehicle from here to locations such as the station which obviate the trip around the ring road that is needed if leaving from St Andrew's St rank.

In 2012 the rank was observed between 10:00 and 20:00 on Wednesday 20<sup>th</sup> June and again on Saturday 23<sup>rd</sup> June.

#### *Wednesday operation*

During the Wednesday there was just an average of one passenger using this rank per hour – although four vehicles per hour tended to service the rank. 81% left empty, confirming the view this is mainly a waiting place. Many passengers also had to wait at this location, with the average wait over all passengers being some 27 seconds, again symptomatic of a rank not primarily served from a passenger viewpoint.

During the hours of observation, just 11 passengers used this location, served by 7 vehicles. A further 29 waited short periods – although the average wait times suggest the vehicles are more 'passing through' than waiting for custom. This confirms the comments above.

#### *Saturday operation*

Average passenger numbers doubled to two per hour on the Saturday, although vehicle provision was less (average of three vehicles per hour). Less left empty (75%), but average passenger waiting times rose to 71 seconds.



Total passenger numbers in the hours observed were 17 – served by nine vehicles. Again, 25 other vehicles ‘passed through’ – with relatively short wait times.

### **Parkside rank**

The Parkside rank was established when the long distance bus and coach services were moved out from Drummer Street. The aim of the rank is to allow such passengers easy access to hackney carriage services. Demand at this location is therefore principally tied to bus and coach arrivals and departures.

This rank was observed on Saturday 23<sup>rd</sup> June 2012 from 10:00 through to 20:00. During the hours the rank was used, it saw on average four passengers per hour, with a relatively low occupancy of 1.3 passengers per loaded departure. Average passenger waiting times for vehicles were some 50 seconds, suggesting many passengers make bookings rather than vehicles waiting here for all arrivals. Some 6 vehicles per hour arrived at this location, with just over half leaving without passengers.

36 passengers used this location during the hours observed, with the busiest hour being 9 people between 1700 and 1800. Almost an equal number of vehicles left without passengers as left with, but there was more specific waiting here by vehicles (a maximum wait of 18 minutes was observed). Six passengers had to wait between one and five minutes for a vehicle and a further two persons waited six minutes – although when averaged over all passengers the average wait was just 50 seconds.

This location does appear to be one where vehicles await known coach arrivals, or where passengers make bookings to provide their onward connection from this location.

### **Market Street night rank**

A large part of the main city centre of Cambridge is pedestrianized. These streets are closed to all traffic between 10:00 and 16:00, and are filled with large volumes of pedestrians. The rank in Market Street remains formally available at all times, but is not accessible until the pedestrian barriers are opened. We were advised that the Square sees a relatively high number of hackney carriages, and we observed two sides of the square to try to observe any activity in this area.

The area was observed on two evenings, Friday 22<sup>nd</sup> June and Saturday 23<sup>rd</sup> June, between 1800 and 0500 in either case.

### *Friday operation*

On the Friday, the main rank area saw an average of 10 passengers per hour, with a high occupancy of three persons per vehicle. No passengers had to wait for hackney carriages, of which on average 7 per hour served the area (55% leaving empty). A few passengers waited on another part of the square and obtained a vehicle from there – although another vehicle served that section but left empty.

Some 78 passengers left the area in 26 vehicles, although a further 32 vehicles left empty. The main operating hour was between 0200 and 0300 when some 43 passengers used the rank.

### *Saturday operation*

The Saturday observations were very similar to the Friday. However, on average Saturday passengers had to wait 22 seconds for vehicles at the main rank location. Again, some passengers obtained vehicles from the other side of the square, although again this was a very small number and in just two hours of those observed.

The Saturday usage was marginally higher at 81 passengers in total from the main rank. Again 0200 to 0300 was busiest, but with just 26 passengers and a wider spread of hours used. This also led to 13 people experiencing waits for vehicles, although none were more than three minutes.

### **Bridge Street night rank**

We were advised that this rank, though appointed for use at night, is actually used during the day. Observations were undertaken on Saturday 23<sup>rd</sup> June between 1000 and 0500. During the hours the rank was in use, an average of four passengers per hour made use of it. The vehicle occupancy for these passengers was high, some 2.8 passengers per vehicle. Some had to wait, on average each passenger would have faced a 12 second wait over the full period of observation (further detail below). Some three vehicles per hour on average served this location with 56% leaving the area empty.

Over our full period of observation, 44 people used this rank, leaving in 16 different vehicles. A further 20 vehicles left empty. As advised, the rank did see usage during the daytime (between 1500 and 1900 over between three and six passengers used this rank each hour). Just over half the passenger usage at this location was actually in hours the rank was not formally in operation, although overall usage is low.

### **Jesus Lane**

We were advised that private hire vehicles often arrange to meet city centre night time passengers at this location. This area was observed on Saturday 23<sup>rd</sup> June between 2200 and 0300. Very small numbers of vehicles were observed, with 60% leaving empty. All were private hire vehicles, so this hypothesis is proven.

## **Cambridge station rank**

The rank at Cambridge station is operated by Greater Anglia. A supplementary fee is payable to use this location. Fourteen spaces are located immediately to the right of the main station exit, leading onto a roundabout which is in the ownership of the rail company. Vehicles wait in the rank area two abreast and in general are not able to leave the rank once within this section. Further hackney carriages are allowed to wait in the car park, which is administered for Greater Anglia by National Car Parks. The supplementary fee and permits are administered by the local hackney carriage association, and the number of vehicles serving the location is restricted by agreement to a number less than the total number of hackney carriages – although details of the agreement are strictly commercially confidential to the parties involved.

Observations at this location were undertaken on Wednesday 20<sup>th</sup> June 2012, between 1200 and 0300, and from 0800 on Friday 22<sup>nd</sup> June right through to 0500 on Sunday 24<sup>th</sup> June. Furthermore, a four week automatic traffic count tube was installed across the rank to give a better idea of the variation of usage over a longer period.

There were a number of instances of vehicles with passengers being delayed departing from the rank by either other hackney carriages loading or by other vehicles waiting at the roundabout. However, none of these delays appeared to be more than short. Some passengers did appear to have discussions with drivers before leaving the rank, but again none of these delays were more than a minute or two (and all were excluded from the waiting calculations).

It should also be noted that, in terms of significance of any unmet demand that might be identified, this location should be excluded since even if significant unmet demand were identified here, adding more plates could not change the situation as a further permit is required which is out of the control of the local authority.

### *Wednesday operations*

Average passenger departures were a massive 94 per hour. Average loading was 1.3 passengers per vehicle, with no passengers having to wait, despite the huge demand for vehicles. There were on average 75 vehicles per hour arriving, and just 3% left empty.

The observations on Wednesday saw 1,411 passengers in total, leaving in 1,096 vehicle movements. Just 31 vehicles left without passengers (these would be in response to radio calls). Amazingly, no passenger had to wait for a hackney carriage and the rank and feeder did very well to provide sufficient vehicles to meet the people leaving the station. Until midnight, every hour saw at least 82 passengers – with 161 between 1900 and 2000. Seven hours saw over 100 passengers in each hour.

Even with this high level of demand, some vehicles did wait up to 35 minutes to obtain a fare – and this excluded any wait that occurred in the feeder part of the rank. Between 2300 and midnight, average vehicle waits for fares were the longest at around 14 minutes within the main rank section.

#### *Friday operations*

The Friday saw an even higher average number of passengers per hour of 116, although the occupancy per vehicle remained the same at 1.3. An average of 89 vehicles per hour served this location, and a very small 1% left empty. Again, there were no passengers experiencing any delay from having to wait for a vehicle.

The total number of passengers observed for more or less the whole working Friday (0700 through to 0200) was 2,084. 11 hours had over 100 passengers, with the busiest hour again being 1900 to 2000 – when 236 passengers left in 174 vehicles. Again, no passengers waited at any time for a vehicle to arrive.

#### *Saturday operations*

On the Saturday, average passenger numbers were slightly lower than the Friday, but still very high at 103 per hour. These passengers were served by some 74 vehicles per hour, with a slightly higher occupancy of 1.4 passengers per hackney carriage. A slightly higher 4% of vehicles left the rank empty.

The Saturday observations covered the full operation from start up on Saturday morning through to when the station saw no passengers in the early hours of Sunday morning. The total number of passengers in this period was very similar to Saturday, with 2,060. 1,430 vehicle movements served these passengers. Twelve hours had over 100 passengers, with a sustained 'over 100' running from 1200 through to 2100. The busiest hour was 1800 to 1900 with 174 passengers. Passenger flows did not begin until 0900 and ended sharply at 0200. The midnight hour (to 0100) saw one passenger wait for a hackney carriage to arrive for two minutes, the only actual such wait during the three days observed.

Similarly to the other days, there were still times when vehicles did wait relatively long periods to obtain a fare, although most average waits in this part of the rank were less than 13 minutes, mainly below 10 minutes (remembering this excluded waiting time in the feeder, more discussion of which occurs below).

#### **Comparison of overall supply and demand**

The Table below provides a slightly different summary of supply and demand, comparing average vehicle arrivals per hour with average loaded departures per hour, ie seeing how supply and demand match on average.

Rank	Period	No of hours rank operated	Average vehicle arrivals per hour	Average loaded departures per hour	Overall judgment of service provided
St Andrew's Street	Friday 22 June 1000 - 0400	18	62	57	Excellent
	Thursday 28 June 1200 - 0000	12	52	48	Excellent
Drummer Street	Wednesday 20 June 1000 - 2000	10	4	1	Now feeder to above
	Saturday 23 June 1000 - 2000	10	3	1	
Parkside	Saturday 23 June 1000 - 2000	10	6	3	Good
Market Street	Friday 22 June 1800-0500 (a)	2	2	1	Booked?
	Friday 22 June 1800 - 0500 (b)	8	8	3	Good
	Saturday 23 June 1800-0500 (a)	2	2	1	Booked?
	Saturday 23 June 1800-0500 (b)	8	6	3	Good
Bridge Street	Saturday 23 June 1000 - 0500	12	3	1	Good
Jesus Lane	Saturday 23 June 2200 - 0300	(5)	2	1	n/a
Railway Station	Wednesday 20 June 1200 - 0300	15	75	73	Exceptional
	Friday 22 June 0800 - 0400	18	89	88	Exceptional
	Saturday 23 June 0500 - 0500	20	74	72	Exceptional

This table again demonstrates the concentration of demand and supply at two ranks in Cambridge, although other locations are served, and passengers do seek vehicles in those locations. Drummer Street is very clearly a place vehicles pass through but do not wait for passengers. Market Street is used, but tends to have more vehicles than passengers, and does not enjoy the business of the two main ranks. Demand at these other ranks is very low and almost certainly does not justify large numbers of vehicles waiting for custom. All see good service given the low demand.

The two main ranks receive excellent and exceptional service respectively. Since 2012, St Andrews Street operation has been improved and we believe this operation would now be categorised also as 'excellent'. Further discussion of the pattern of licenced vehicle service to customers in Cambridge occurs below.

### **Level of hackney carriage vehicle activity**

The plate numbers of hackney carriages were recorded near the station and St Andrew's Street ranks on Thursday 28<sup>th</sup> and Friday 29<sup>th</sup> June 2012. A total of 18 hours were observed (each in blocks of two hours). A total of 1,369 different hackney carriage vehicle movements were identified. All observations were limited to Cambridge City Council hackney carriages. Of the fleet of 293, 216 were observed (74%). This is a high level of observation given that we are aware that some vehicles might well have been working part time in hours we did not observe, or on days we had not observed.

Of the plates seen, 62 were seen at St Andrew's Street only, and 61 at the station only. 93 were observed at both locations. Interestingly, those only seen at St Andrew's Street tended to be vehicles with higher plate numbers, whilst the converse was true for the station. It is not clear if this relates to the limited numbers of permits at the station or if this is just coincidental.

The most frequently seen vehicle was observed some 17 times. A further 50 vehicles were seen ten or more times. 24 vehicles were seen only once.

Estimates were also made of the time it took vehicles between being observed. The average time between being seen amounted to between 6 minutes and an hour and 48 minutes (station) and an hour and 37 minutes (St Andrew's Street). The average for station vehicles was a return within 34 minutes, whilst St Andrew's Street saw a slightly longer average of 38 minutes. These averages are based on 530 pairs of observations at the station and 138 at St Andrew's Street (where there were fewer regular returning vehicles).

### **Licensed vehicles in Cambridge**

Information was provided regarding the number of operators in the Cambridge area. There are a total of 28 private hire operators registered, of which three have more than 100 total vehicles (mostly including a mix of hackney carriage and private hire). The large companies also have South Cambridgeshire private hire vehicles within their fleets. The largest operator has a fleet of around 600, of which at the time of this survey inception included 194 Cambridge city vehicles, around 100 of which were Cambridge City hackney carriages. The next two largest operators have a total of 100 and 60 vehicles (again with a mix of authority and licensed vehicle types).

Whilst the hackney carriages are relatively distinctive, those within operator fleets do also show their operator name, and in some cases people making phone calls might receive either a hackney carriage or private hire vehicle depending on which vehicle was nearest or most available in regard to the booking made.

### **Longer term variation of rank usage**

A four week automatic traffic count loop (ATC) was put in place at the station rank to identify longer term variation of vehicles at this location. The site where the counter was placed was primarily used by hackney carriages, although some other vehicles have parking off the area used and some deliveries also occur. This means that the absolute volume of vehicles may not be accurate, although the variation should be more reliable. It would be expected that the overall number of ATC vehicles might be less than the observed from the video given the movement of other vehicles, and with the possibility that vehicles might sit on the tube itself and therefore encourage undercounting. A better location was not possible given the surface of the rank which did not allow the best location to be used.

A calibration test was undertaken to compare the number of vehicles observed departing from the rank surveys (taken from video footage) against the ATC data. Comparing the three periods of counted against the same times for the ATC, the ATC appeared to undercount by around 30%, although there were some periods when both values were similar.

Estimates were compared over the four weeks of ATC observation. These demonstrated that the busiest day (defined from 0400 to 0359) was Friday, which was around 14% busier than the average day. Tuesday was quietest overall (about 13% lower). The order of days from busiest to quietest was Friday, Saturday (5% above), Wednesday (2.4% above), Thursday (just under 2% above), Monday (2% below), Sunday (8% below) and Tuesday (13% below). Considered an alternative way, Tuesday provides 12% of movements whilst Friday provides 16%, on average.

The ATC ran for the four weeks between 20 June and 20 July. Comparing the four full weeks, the survey week appeared to be the quietest of the four, with around 8% less vehicle movements compared to the average. The second and fourth week were very close to the average, whilst the busiest week was some 8% above the average – not a particularly great variation overall, although we were advised that the weeks of July following the video survey were amongst the busiest with visitors and language students swelling the numbers of students celebrating obtaining their degrees.

### **Typical Weekly usage of hackney carriages in Cambridge**

The rank surveys were used, together with assumptions of factors to a full week, to estimate the number of passengers and loaded vehicle departures per week during the course of the surveys.

44% of passenger movement and 51% of vehicle movements took place at the railway station rank. St Andrew's Street added a further 38% of passengers and 33% of vehicles. Passengers and vehicles at the other ranks contributed very little to the total.

When taken in absolute numbers, the survey week saw just under 12,300 passengers at St Andrew's Street, and over 14,100 at the railway station. In total, a typical week of rank work in Cambridge sees just over 31,000 passengers, served by 19,800 loaded vehicle movements (or 68 loaded trips per hackney carriage per week). These are very significant passenger flows, and very important contributions to passenger movement in the central area of the City.

Given the results from the station ATC and other discussion, we consider that this level of passenger and vehicle movement possibly represents a typical average week for hackney carriage ranks in Cambridge over the year.

Further consideration is provided in the public attitude section taking on board estimates from the public of the percentage of usage made by hailing and private hire to build a fuller picture of usage of hackney carriages and licensed vehicles in the area.

We also understand that at least two of the night ranks which saw little use in 2012 now see regular usage, and patronage is likely to have increased in 2014. We believe this will have taken up some of the spare capacity in the fleet, but that a significant amount still remains.

### **Application of the ISUD index**

The industry standard index of significant unmet demand (ISUD) has been used and developed since the initial Government guidance that limits could only apply if there was no significant unmet demand for the service of hackney carriage vehicles. Initially developed by a university, it was then adopted by one of the consultant groups undertaking surveys, developed further by them in the light of various court challenges, and most recently adopted as an 'industry standard' test utilised by most current practitioners of unmet demand studies.



The index is principally used to identify a statistical guide if observed unmet demand is in fact significant. Early in the process of developing the index, a cut-off point of 80 was identified beneath which no conclusion of unmet demand being significant had been drawn, and over which all studies had concluded there was significant unmet demand. This level has become accepted as the guide. Once unmet demand has been identified as significant it is usual for a calculation to be undertaken to identify the exact number of new licences needed in order to reduce the significance of the unmet demand below the threshold – although this cannot be an exact science in terms of outcomes due to the high number of parameters involved in determining where new licences actually end up working – there is no way to guarantee that licences will focus on reducing the unmet demand at all.

In the case of Cambridge, the private rail station rank should be excluded from the ISUD calculations as with the need for a supplementary permit and being on private land it is a location out of the Council control. Hence in such cases, even if more licences were issued the Council has absolutely no way to ensure they will be available hence the exclusion from the calculations in all our studies – although it remains important to review operation at these sites as the public rarely differentiate between ranks in a Council area.

The ISUD calculations draw from various elements of the work, reflecting statistics which seek to capture components of 'significant unmet demand' although principal inputs are from the rank surveys, factored to produce a typical week of observations based on the knowledge available to us.

The current index has two elements which can negate the need for use of the index by setting the value to zero. The first test relates to if there are any daytime hours (Monday to Friday 1000 to 1800) where people are observed to queue for hackney carriages. Using the direct outputs from the survey a value of 41% is estimated. However, allowing for the four ranks where daytime use was observed and expanding to a full week, this value reduces to 5.6% of hours. Further, since 2012 Drummer St has become a feeder to St Andrew's Street and we understand that the extra vehicles have reduced passenger waiting at this location so that the value might be further reduced were up-to-date surveys undertaken at this site.

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 12.9% for the council rank sample. We do not consider any need to review this particular value.

The seasonality index is 1.0 since the surveys were undertaken in June 2012.

The area exhibits peaked demand, so this factor is 0.5.

Average passenger delay in minutes across the whole survey is 0.72 minutes for council only ranks.

From the public attitude work, the latent demand factor is 1.07, assuming all who did not give an answer had not ever given up waiting – ie there were no hackney carriage relevant responses.

The ISUD index for the full survey is 27.8, below the value of 80 used to suggest significance of unmet demand, so the index suggests the unmet demand observed is **not** significant in terms of the ISUD index.

Further, since 2012, hackney carriage vehicle numbers have grown by some 5% which will have further improved service levels to ranks.

## 4. Public Consultation results

A fifteen question survey was undertaken with 410 persons in the Cambridge City Council area. Surveys were undertaken within the main city centre area (300) including near the railway station, together with smaller samples at the Grafton Centre (60 interviews) and in the Leisure Park (50 interviews). The Table below summarises the overall responses for the City.

Question	Response	Percentage			
		Av	TC	GC	LP
Have you used a taxi in the last three months in the Cambridge area?	Yes	44	46	40	38
How often do you use a taxi within this area? (% of those who responded)	Almost daily	12	15	0	5
	Once a week	20	22	21	11
	A few times a month	<b>35</b>	<b>36</b>	13	<b>47</b>
	Once a month	12	12	21	5
	Less than once a month	21	15	<b>45</b>	32
	% of total who responded	44	46	40	38
How do you normally book a taxi within this area? (percentage as a total of those who responded)	At a taxi rank	<b>49</b>	<b>62</b>	17	24
	Hail in the street	4	5	4	0
	Telephone a taxi company	27	16	<b>79</b>	<b>35</b>
	Use a Freephone	1	0	0	5
	Use my mobile or smart phone	18	16	0	<b>36</b>
	Other	1	1	0	0
	% of total who responded	53	51	40	<b>84</b>
If you book a taxi by phone, please tell us the three companies you phone most?	See description below				

<b>Questions relating to hackney carriages only:</b>					
How often do you use a hackney carriage within the Cambridge area? (% of those responding)	Almost daily	1	2	0	0
	Once a week	10	10	17	0
	A few times a month	21	21	13	36
	Once a month	24	25	21	14
	Less than once a month	44	42	49	50
	% of total responding to above	36	37	40	28
	I can't remember when I last used a hackney carriage	5	6	0	21
	I can't remember seeing a hackney carriage in Cambridge	3	3	0	5
Please tell me the ranks you are aware of in Cambridge, and for each if you use them	See description below				
Is there any location in Cambridge where you would like to see a rank, and if it was there and vehicles were available, would you use it?	See description below				
Have you had any problem with the local hackney carriage service? (indicate as many as apply) % of total of 28 answers given	Design of vehicle	4	4	0	0
	Driver issues	14	16	0	0
	Position of ranks	4	4	0	0
	Delay in getting a taxi	68	72	33	0
	Cleanliness	4	4	0	0
	Other problems (please state)	7	0	2	0
	None (% of total interviews)	28	30	17	34

What would encourage you to use hackney carriages or use them more often (indicate top two reasons)(% of 151 total replies)	Better vehicles	10	12	0	0
	More hackney carriages I could phone for	30	35	0	0
	Better drivers	3	4	0	0
	More hackney carriages I could hail or get at a rank	13	14	0	11
	Better located ranks	1	2	0	0
	Other	42	34	100	89
Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	No	96	98	96	79
	Yes - I need a wheelchair accessible vehicle	1	1	0	0
	Yes – someone I know needs a wheelchair accessible vehicle	3	1	4	21
	Yes– I need an adapted vehicle but not a wheel chair accessible	0	0	0	0
	Yes – someone I knows needs an adapted vehicle but not wheel chair accessible	0	0	0	0
	Other	0	0	0	0
If you answered “yes”, what sort of vehicle?	See discussion below				
If you arrived at a rank and there were saloon and wheel chair accessible vehicles there, which vehicle would you choose? (% of the people responding, total responding = 41%)	The first one available	89	94	52	94
	The saloon style	9	5	35	6
	The wheel chair accessible style	2	1	13	0

If you chose a vehicle type in the question above, please write in why you chose that specific vehicle type	See description below				
Have you ever given up waiting for a hackney carriage in Cambridge? (% of the 41% responding)	No	93	95	77	100
Do you have regular access to a car? (46% responded)	Yes	43	38	54	63
Do you live in the area?	Yes	76	78	73	68
Gender (value in bracket from census, 2008 est of 2012)	Male	49 (51)	48	43	64
Age (value in brackets from census, 2008 est of 2012)	Under 30 (15-29)	28 (43)	28	18	34
	31-55 (30-54)	47 (35)	45	53	50
	Over 55	26 (22)	27	28	16

Some 44% of those interviewed had used a licensed vehicle in the City Council area in the last three months, quite a low level of recent usage. Whilst usage in the Grafton Centre and Leisure Park areas is marginally lower, and that in the city centre marginally higher – usage overall in the City appears moderate, particularly compared to some other locations (eg 87% in our concurrent study of Barrow-in-Furness).

Those who said they had not used licensed vehicles in the last three months were asked if they would give a reason why. Almost all of those not using licensed vehicles in the last three months provided a reason why. Some 27 different reasons were given, of which five were mentioned over 10 times. The main reason overall (71 persons) was 'we are not local'. The next reason (42 responses) was 'we own a car' (this was the largest response at the Grafton Centre). Too expensive was stated by 32 persons, and that people cycled (22 persons). Park and Ride was the fifth highest response (12 persons), but only quoted in the city centre. The main response, not being local, could be overcome by better advertising, as it might be expected not being local could be a good reason to use a licensed vehicle in Cambridge.

The Table below works out, for the average of all public attitude responses, how many trips were made by those who claimed to use a 'taxi' in the last three months in the Cambridge area. It is assumed that the 56% not responding did not use licensed vehicles sufficiently to be included in the estimate. The estimate therefore covers a sample of all persons likely to wish to use a licensed vehicle in Cambridge. 1.9 trips per person per month is not particularly high.

Frequency	No of people	Assumed Trips per month	Total
Daily	5	20	100
One per month	9	1	9
One per week	16	4	64
A few per month	5	2	10
Less than one per month	9	0.5	4.5
Zero usage	56	0	0
Trips per person per month			1.9

Just over half of people interviewed told us how they obtained licensed vehicles in the Council area. 49% said they obtained licensed vehicles at a taxi rank. 4% hailed. A further 46% phoned by one means or another (27% phoning a company, 18% using a mobile or smart phone and just 1% a Freephone).

Interviewees were asked about the companies they phone – eleven different companies were named overall. Of those responding, most gave a single company (64 people), whilst 13 gave two companies and two gave three companies. In total, there were some 79 different combinations of companies quoted, but the largest company featured in 72 of these. It appears that there is one dominant private hire company in the area, but that there is also still quite an amount of choice, although generally people appear to be highly faithful to their main operator.

Respondents were asked to tell us how often they specifically used a hackney carriage in the area. Compared to all using licensed vehicles, more told us they used them less frequently than licensed vehicles overall. Of those responding, 44% said they used hackney carriages less frequently than once a month (for all licensed vehicles this was 21%). Daily use was by just 1% of respondents compared to 1% for hackney carriages. Once a month was also more frequent for hackney carriages (24% compared to 12%).

People were asked to name all the rank locations they were aware of in the Cambridge City Council area and if they used the locations they named or not. There is a high level of knowledge of ranks in the area although quite a few gave colloquial names or locations based on nearby features such as “near Lion Yard”. The two main ranks were named, as were Drummer Street, Parkside, Bridge Street, Sidney Street and Station Road (although this person didn’t use Station Road).

173 persons responded. Of these, 132 were from the town centre (44% of respondents there), 23 at the Grafton Centre (38% of respondents), and 18 at the Leisure Park (36% of respondents there). This suggests a relatively even knowledge of ranks across different locations in Cambridge. In total, 56 named just one rank, 77 two ranks, 31 three ranks and nine named four ranks.

Of the ranks mentioned, the highest proportion actually used St Andrew's Street (34%), followed by 16% who used Market Square and 10% who used the station rank. Drummer Street, Bridge Street and Parkside all received people who knew about them and used them, but at lower levels of usage.

A lesser number of people quoted ranks they would like to see – with just 16 responses. Eight were from the town centre interviews, with one response each wishing to see Bridge Street and Market Square available in the daytime. Two people wanted more ranks outside clubs and two wanted a rank in Kings Parade. Overall, this suggests people are generally happy with the current spread of ranks.

Questions then progressed to examining if respondents had issues with the local hackney carriage service. Of the whole number of respondents, just 28 gave a response to this question giving an issue. The highest response – an average of 68% of those responding – was delay in getting a taxi, but given this only applies to 19 people. This suggests there is generally high satisfaction with the hackney carriage service provided. This conclusion is strengthened by the fact that some 28% of respondents in total took time to answer that they had no issue.

151 people (34% of interviewees) gave reasons they would use hackney carriages more. Of these responses, 30% wanted more hackney carriages to phone for – 13% wanted more at a rank, and 10% wanted better vehicles. 42% of people said 'other' and said cheaper fares – a usual response to this question which we purposely left out from the main set of answers. Once again, none of these responses is particularly significant in suggesting any change that might be made to the service to increase usage.

The question in regard to if people needed, or were aware of anyone who needed either a wheel chair accessible or other accessible vehicle gave a strong response that no-one either needed or knew of people that needed such vehicles. The only difference was at the Leisure Park, where 21% said they were aware of someone they knew who needed a wheel chair accessible vehicle. Of the small number of responses in regard to needing an adapted vehicle, no-one needed anything other than a wheel chair accessible vehicle. There was no significant suggestion of the type of vehicle.



People were asked what choice they would make between saloon and wheel chair accessible vehicles on arrival at a rank. Across the area, 89% said they would choose the first vehicle available. – although the Grafton Centre respondents had a different view, with just 52% choosing this option. The dominant choice for those picking a particular type of vehicle was a saloon, even in the Grafton Centre sample. This reinforces the apparent low need for accessible vehicles in the hackney carriage fleet. However, this should also be considered in relation to the perception described above that people think saloon hackneys are cheaper – a result especially likely at the Grafton Centre which attracts more lower income groups. In addition the survey of disabled people showed that only a third would choose the first vehicle available and 60% preferred an accessible vehicle many because they had no choice.

41% gave us a response about if they had ever given up waiting for a hackney carriage. Across the area, 93% had not; although those interviewed at the Grafton Centre seemed to have a worse experience, with 77% saying they had not but 23% saying they had. For the town centre, the three responses were late night, Saturday lunchtime, and once at the railway station. For the four in the Grafton Centre sample the issues were two at night, one on a Sunday morning, and one mid afternoon. These are insignificant numbers.

43% of people had regular access to a car (relatively low), and 76% lived in the Council area (with marginally less at the Leisure Park, which might be expected to attract longer distance trips).

The balance of sexes in our sample was very close to the statistical value of 51%, whilst our age sample caught less people in younger group but more in the older two groups – with the larger bias towards those in the middle group.



## 5. Stakeholder Consultation

The following key stakeholders were contacted in line with the DfT Best Practise Guidance 2010 (this chapter has mainly been left as in 2012 with some update mainly being the police and the rail station usage figures):

- Supermarkets
- Hotels
- Hospital
- Local education
- Pubwatch / night clubs
- Disability representatives
- Education and social services
- Police
- Rail operators
- Other council contacts
- County council contacts

Specific comments have been aggregated below to provide an overall appreciation of the current situation, although in some cases comments are specific to the needs of a particular stakeholder. It should be noted that the comments contained in this Chapter are the view of those consulted, and not that of the authors of this Report. **Appendix 2** provides further details of those consulted. The licensed vehicle trade consultation is the subject of the following chapter.

### ***Supermarkets***

Four supermarkets were contacted – two of whom were on the Leisure Park. All had general payphones available, one of whom had a dedicated line to one company. None had received any complaints and all felt that their customers were served well – albeit by private hire companies. All four thought that most customers used the one largest private hire company. All felt a prompt service was provided. Those on the leisure park made it clear the landlord ran the nearby highway so they had not control over areas where vehicles could pick up, although this did not cause any issue.

### ***Hotels***

Three hotels were contacted. All three phoned for private hire vehicles to serve their staff and customers. All had contact with a specific operator. Two had freephones, to different operators. No customers had ever phoned back or made complaints about the service provided.

### ***Hospital***

Taxi provision at the main hospital is provided through a 'call point' that advertises a wide range of services. The 'taxi' contact provided is to a specific private hire company who pay for the opportunity.

Some difficulties were reported by wheelchair users in obtaining a booking – mainly in terms of having to wait a long time for a WAV. There were also suggestions that there should be a hackney rank at the hospital since it was difficult to predict times for booking in advance. However the hospital have a contract with Panther and report no knowledge of such difficulties.

### ***Pubwatch / night clubs***

A representative from the Cambridge Businesses Against Crime (CAMBAC) organisation was contacted. They told us that there are taxi marshals funded by the Community Safety Partnership who operate on Friday and Saturday nights in November and December (2200 to 0500). CAMBAC adds funding for occasional busy nights such as Halloween or the recent Olympic torch relay. CAMBAC have found that the majority of incidents reported are confrontations which it is felt are caused by drivers arguing with customers over fares or destinations. This is compounded by the drivers being unwilling to share the cost of funding.

The principal aim of the marshals is to reduced alcohol related violence in people waiting to get into hackney carriages in St Andrew's Street. Marshals ensure private hire do not pick up at this location.

CAMBAC consider there are sufficient hackney carriage and private vehicles in the City, and that in the daytime there are maybe too many. This leads to over-ranking, and despite routine policing by wardens and issue of tickets the issue of congestion arising from over-ranking remains. Since 2012 when CAMBAC was interviewed, the issue of over ranking has disappeared due to the feeder rank from Drummer Street

Some 20 clubs or late night establishments were contacted following provision of a list from Cambridge City Council. These are listed in Appendix 2. By issue of this Draft Report, seven responses were received. One of the remaining clubs had closed, and one site was an event not a location. Opening hours were identified for most locations, and provided a spread – with one closing at 0400 and four others at 0300. The remainder closed at earlier hours. Some only opened specific days, although most were open up to six or seven days per week.

Of the respondents, just one club said there was an issue with passengers unable to get vehicles from a rank. All others said there were active ranks nearby, with plenty of vehicles usually available. Two clubs advised customers to go to the nearby rank, whilst five would call the largest operator, one would call either the largest or another of the larger operators, and one was sponsored by one of the larger operators. None had any agreements or freephones in place which they told us about. Sidney Street night rank was quoted as being used by three of the clubs.

The club on the leisure park advised us there was a bus lane that became a rank late at night, which we were otherwise not aware of. Few issues were raised, apart from that the rank outside often led to their staff having to solve issues with passengers having disagreements while trying to take a hackney carriage.

The council produces a list of events which is shared with relevant parties and used extensively to assist in ensuring that care is taken when there are likely to be large volumes of people wanting to get away from particular areas. Where necessary, marshals can be used in order to assist the orderly loading of vehicles and passengers.

### ***Disability Interests***

One of the contentious issues raised by disabled people was the criteria for access to the Council Taxicard scheme. This was seen as too restrictive and unfair to people who did not qualify yet could not use buses. The alternative of Dail-a-Ride was felt to be unsatisfactory and in addition many people who were eligible did not know about it.

There was also discussion about the Council's strategy for disability awareness training and whether this should include all customer facing contracts such as taxi provision and licensing. Certainly the experience of some disabled taxi users even when drivers were trying to be helpful suggests that such training is required.

Some of the managers and information officers at major venues such as the Grafton Centre and the Leisure Centre had built up experience with which hackney carriage and private hire services were most reliable and suitable for people with different disabilities. "We get to know the good ones."

Councillors do receive complaints from disabled people about taxis and there was a general view that the formal complaints system is difficult for passengers to use sometimes due to concern that they will be identified and discriminated against as a result. There was also agreement that there needed to be better customer care training including language and communication skills. Another issue was the inability to load wheelchairs from the rear but there was no agreement about what should be done about this.

### ***Police***

A police representative told us they have noticed that the City seems to be inundated with licensed vehicles. However, the issue of St Andrew's Street over-ranking has now been eliminated.

A further issue the representative told us about was private hire vehicles waiting on St Andrew's Street outside the Regal public house. A joint operation was undertaken with the Council licensing section to target this practice – there are proposals to use the St Andrew's Street night rank to reduce this issue in due course.

The representative did not consider they had any problem with people needing hackney carriages in evenings, with sufficient available.

The 2014 update confirmed that the police issue with over-ranking is now reduced just to occasional issues at Drummer St. There is also an issue with private cars parking in Market Square which they think results from poor signing of the ranks. The police and City Council find this so much an issue that they have undertaken enforcement action since the County Council parking enforcement team do not work at the time when this issue is at its worst. About a dozen notices a week are issued to the registered keepers of these private vehicles.

Previous issues at Market Street have been reduced by relocation of the ranks there together with co-operative working by private hire operators with the City to encourage pick-ups from more suitable places within the Square.

At the St Andrews Street Rank, Cambridge Business Improvement District funded marshals have improved the quelling of violence at this location at night, and the feeder rank has reduced over-ranking from the St Andrew's location itself.

They are aware of the issue of South Cambridgeshire vehicles and have prosecuted some for plying although they did not feel this issue was as bad as in some other locations. Other safety issues involve an attempt to encourage cctv into licensed vehicles and other possible actions to attempt to reduce the level of assaults / robberies and abuse received by drivers.

### ***Rail Operators***

National statistics are publicly available showing the total number of entries and exits at each rail station in the United Kingdom. These numbers are calculated using ticket barrier and ticket issue information from ticket sales.

The Table below shows information for Cambridge from 2002/2003 to the latest available information (for 2012/2013, ending March 2013). This shows a continual growth of passengers at Cambridge station, with growth per year ranging from one to 11% per year. Passenger numbers have increased by 135% overall in the years shown.

Rail year (ends March in last year noted)	Entries / exits	Growth / decline
1997 / 1998	3,909,257	n/a
2002 / 2003	5,475,112	+8% per year
2004 / 2005	6,060,475	+11%
2005 / 2006	6,137,423	+1%
2006 / 2007	6,522,309	+6%
2007 / 2008	6,997,887	+7%
2008 / 2009	7,571,838	+8%
2009 / 2010	7,661,146	+1%
2010 / 2011	8,245,416	+8%
2011 / 2012	8,823,236	+7%
2012 / 2013	9,168,938	+4%
1997/98 to 2012/13		+135%
2010/11 to 2012/13		+20%
Last two years		+11%

Growth since statistics were collected has been some 135%. Over the last two years for which information is currently available, growth was around 11%.

A representative from Greater Anglia told us the main difficulty at the station with serving hackney carriage – and other customers – was that the main area serving passengers was effectively the same as when the station opened in 1845. A plan was provided to define the area currently under rail company ownership, which includes all of the roundabout at the top of Station Road, but no other part of Station Road. The new bus stop area is all under County ownership.

Since that time, the station has become a major transport hub in its own right, with most recently the guided bus services from the new Cambridgeshire bus way being given a key stop here. The station frontage is being revised which may revise the way the hackney carriages service passengers.

In terms of hackney carriages, a single train might bring sufficient custom to take between 30 and 40 vehicles from the queue. Just 14 vehicles can fit in the main rank, hence their tolerance of vehicles waiting in the remainder of the car park. This practice ensures passengers are swiftly served.

The representative confirmed there is a confidential agreement with the hackney carriage association which includes a limit on the number of permits to maintain a balance between needs and over-supply given the limited amount of space available for waiting hackney carriages.

Issues occur with private hire vehicles picking up too close to the station frontage, blocking hackney carriage and other access. Best practice has been agreed with at least one private hire operator who set a point slightly further away for pick-ups. The station operator would like the council to agree a similar pick-up point for all private hire vehicles.

The only issue the rail operator would like to see improved in terms of hackney carriages would be a dress code. They feel this is important as the hackney carriages are often the key link between their passengers and the city, and given how key a tourist destination Cambridge is, believe this is important to help provide a service that is commensurate with such a City. However, the operator acknowledged that an issue could arise given the number of people who only work for short periods as drivers, which would increase the relative cost of having such a policy to these persons.

Overall, the relationship between the rail operator and hackney carriage trade was the best we have observed at a major rail station and this needs to be noted and encouraged to continue, as it must not be taken for granted.

### ***Other contacts***

Contact was made with a representative of the Cambridge Cycling Campaign (CCC). They made a response to a taxi licensing condition consultation recently, and told us of the key issues from a cyclist point of view regarding licensed vehicles in Cambridge.

The key issue of cyclists in regard to licensed vehicles is the interaction between licensed vehicles and their members on the road. The principal concern is the standard of driving of licensed vehicles and the hazard this is perceived to cause cyclists in the City. For this reason, CCC supported the idea of points systems that would seek to improve driving standards across both hackney carriage and private hire vehicles. However, there was a concern that several vehicles that had been specifically complained about were not Cambridge City, but South Cambridgeshire vehicles, and there had been issues in identifying who was responsible for problems caused by these vehicles in Cambridge City streets.

There was also a concern that complaints needed to be kept confidential as some drivers might also tend to be aggressive towards those who had complained about them.

The South Cambridgeshire Licensing Officer was contacted and had no issues to raise, other than confirming they currently have just ten hackney carriages – in 2014 this number has reduced and many more private hire vehicles have been added servicing demand in and out of the City from the suburbs.



### ***Other Council contacts***

Representatives from the tourist section and CCTV sections of the Council were contacted but did not provide any response by the time of submission of this draft report. The representative for city development (including CB1) had nothing they felt would add to our research.

Several councillors were provided opportunities to respond. Their replies are summarised as follows:

The 2012 issues regarding over-ranking and possible loss of the main St Andrew's Street rank have now been overcome by the use of Drummer St as a feeder rank. It is understood that a small number of passengers now take advantage of the higher number of vehicles at Drummer St to use vehicles to get to points which from St Andrew's St need a trip around the one-way system.

Whilst some councillors felt in 2012 that there were generally more than enough hackney carriages in the city centre and at the station, the similarity between hackney carriages and private hire vehicles (particularly in their affiliation to private hire companies, response to phone calls, and use of meters in both kinds of vehicle) can also distort impressions given. It is acknowledged that apparent shortages at the station may be a result of vehicles being unable to get to the rank because of other traffic or because of the layout of the feeder rank. Shortages were also noted at Drummer Street which they believed led to passengers heading from there to the railway station and south being charged higher fares (from having to walk to St Andrew's Street and then be driven round the one way system).

Councillors were not aware of the long hours drivers were working, nor that there is no way to limit driver hours. If this were leading to safety issues, councillors felt there may be a need to consider how to restrain such long hours.

There was also a wish that the survey results could be used to help drivers to cover other areas of demand – and return a limit if excess capacity could be proven, subject to the potential results of the Law Commission review. There is, however, also concern that any such limit might just increase further the number of private hire vehicles (which cannot be limited) which were felt to generally provide a lower level of service, particularly in regard to disabled access.

Councillors had also been made aware of people with larger powered wheel chairs having issues with either being refused service or having to wait a long time for an appropriate vehicle (see further in disability section).

Two councillors were consulted in 2014. Both were aware of the needs in terms of being certain about unmet demand and it there was any significance of this and that the driver consultation needed to be more robust than the 2012. The key matter was having a clear robust dataset of evidence to allow a rounded decision to be made by the councillors at this point in time.

### ***County Council contacts***

Contact was made with representatives at Cambridgeshire County Council

Cambridgeshire social services / school transport told us that when they require a taxi and driver, they get very good service and reliability from companies in the City. Both children and adult services benefit. However, the local city firms struggle to provide regular drivers or passenger assistants, and this results in contracts being given to other areas in Cambridgeshire rather than the City.

Comments from the highways representative in 2012 regarding over-ranking have now been overcome by using the Drummer St feeder solution as suggested in 2012. The representative also pointed out that it was important that everyone be educated in thinking that hackney carriage vehicles are a significant part of public transport and that they need to be provided for in this context. Further stakeholder meetings were being held in 2012 to take forward consideration of how the Better Bus Area project can be taken forward, including how hackney carriage provision would fit with this (no further details to add in this regard in 2014).

### ***Mystery shopper***

A representative new to the Cambridge area, and based there for two weeks, was asked to undertake a hackney carriage trip on arrival at the railway station to their accommodation for the fortnight (in a private house). The representative found the driver knowledgeable and courteous, and felt they were helpful and charged what seemed to be a reasonable fare. The vehicle used was operating for a private hire company and readily provided a card / receipt which the person used to obtain a return trip when they returned home. Their overall impression of the service provided was excellent. Their only suggestion was better signing of the rank from within the station, and a better definition of where they should have waited for their vehicle as the large number of people around the station exit made it hard to know exactly where the hackney carriages would pick up their passengers.

### ***Review of consultation undertaken***

Following the completion of the 2012 survey, advice was taken to see if further consultation might be undertaken to ensure a robust view had been taken. Independent reviewers advised the Council that the above consultation was robust and that there was no extra that could be undertaken.

## **6. Detailed Disability Research**

The research reported below is that undertaken in 2012, with no need for this to be updated at the present time as the work undertaken was robust and will still be valid.

### ***Introduction and research questions***

The Equality Act 2010 has been introduced to advance equality of opportunity for all. The Act is being implemented in an effective and proportionate way. Some sections apply to taxi licensing but these sections are still awaiting consultation and introduction. Of the provisions regarding taxi licensing, the key one relating to vehicle limits is section 161 which seeks to provide a way that authorities limiting vehicle numbers do not restrain the opportunity for people to introduce wheel chair accessible vehicles (WAVs) to such a fleet.

As a result of ongoing policy, the current balance in Cambridge is that 61% of the hackney carriage fleet is wheelchair accessible and this has come about because new licences are only issued to WAVs. The other vehicles are saloon style and any licences handed in for these are then withdrawn. Current saloon vehicles have grandfather rights to replace their vehicles with a saloon style. However not many are handed in and the saloon licences change hands for a considerable sum of money.

The main part of this report seeks to establish whether there is any significant unmet demand for the services of hackney carriages in the City of Cambridge. A second issue is whether there is a sufficient provision of hackney carriage ranks within the City of Cambridge and whether there are other places where ranks would be helpful. These two research questions are of interest to all taxi users but have particular implications for disabled people.

In addition there are further issues with specific implications for disabled people which Cambridge City Council is keen to understand.

- Does the current Council accessibility criteria for hackney carriages meet the needs of disabled people?
- What are the reasons for preference between WAVs and saloon vehicles and implications for accessibility?
- Do current restrictions on positioning and securing of wheel chairs limit access by wheel chair users to such vehicles?

### ***Methodology***

To provide answers to these questions, an additional research exercise was carried out focusing on the views of disabled taxi users. There were three strands to the work – namely a mystery shopping exercise involving disabled people making taxi trips and providing feedback on their experiences, a survey of 100 disabled taxi users and interviews with stakeholders with particular knowledge of disability travel needs

(reported separately above). These elements of research are described in detail below and are followed by an overall conclusion drawing the findings together.

## **Research Results**

### **The Mystery Shopping Exercise**

During August, 25 people with a variety of disabilities including visual, aural, ambulant, and wheelchair users made journeys by hackney carriages from various ranks or from home. All journeys began or ended in the Cambridge City area and were made without the driver knowing that the passenger was reporting on the experience. 12 of the trips were made by saloon hackneys and 13 by WAVS. 14 travelled alone and 11 with others. A common pro forma was used focusing on booking, waiting, customer care, vehicle, driver knowledge and charging (shown at Appendix A1).

#### Summary of the results

	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Did you have any problems booking or finding a taxi	<b>3</b>	<b>21</b>	There was no waiting at the ranks but three people who telephoned (one from a night club, one from home and one from the bus station) felt they had to wait too long especially when told the taxi would arrive within a certain time and it took longer.
Did the driver provide good customer care?	<b>10</b>	<b>15</b>	Some of the mystery shoppers were very complimentary about the service they received giving examples of drivers getting out of cabs to help with luggage and returning lost property and driving round to find the best place to exit for disability.  However, there were also a variety of problems often in spite of the driver trying to be helpful but making inappropriate or patronising remarks. In other cases wheelchairs were not strapped in properly or in one case at all. A common problem was to lock the wheelchair but not strap the passenger.  There were two cases of direct discrimination whereby one passenger with a guide dog and a buggy could not find a driver to take her at the station and in another case a driver refusing to take a wheelchair user and saying <i>“Oh not another one of you lot.”</i>
Was the type of vehicle suitable for you trip	<b>16</b>	<b>9</b>	Most people were able to choose their preferred vehicle between a saloon and a WAV and there were a wide range of reasons for preferences with some wheelchair users preferring a saloon and some ambulant disabled or visually impaired users preferring a WAV. However here were problems for some including not enough space for larger wheelchairs. One person in this category regularly hits her head on the smaller WAVs. Another had to

			take off her head rest from the wheelchair.  Three people mentioned the difficulty of side loading which could lead to restricted access with very steep ramping.
Did the driver know the way?	23	2	It was accepted by the passenger that this may have been due to difficulty in understanding his pronunciation. <i>“Perhaps the driver was too embarrassed to ask.”</i>
Was the charge correct?	23	2	Most people judged the charge according to the meter although two people felt additional charges for luggage were unfair making the point that disabled people often needed extra equipment to travel.

#### Other comments

- Ranks need better signing with information on how far away
- Even at St Andrews rank some wheelchair users had difficulty in getting the pavement space needed to embark.
- The front loading of the charges were unfair to disabled people who were more likely to need to make very short trips.
- The ranks need better weather protection.

#### Survey of disabled taxi users

A survey of 100 disabled taxi users who had used a taxi in the last three months was carried out spread over two weeks at the beginning of August (the questionnaire is attached at Appendix B1). Respondents were approached waiting at ranks, in the street or shopping centres, in other public places or at home. Those taking part were chosen to reflect a range of different disabilities. Clearly this method of recruitment does not result in a statistically random sample but nevertheless it gives a good spread of opinion and experience. Quotas were set to target people living or working in Cambridge but some disabled visitors were also interviewed. In the event 89% lived in Cambridge and 11% elsewhere. Just over half (54%) were female.

#### Taxis are crucial for many disabled people

The importance of taxi use to disabled people was apparent in figures for access to a car. The majority of interviewees (59%) had no access and most of the rest who did were not themselves drivers but dependent on others (mainly family) to give them lifts. It was also notable that many used buses or got a lift one way and a taxi for the other leg of trips. However some wheelchair users did not have so many options and were completely dependent on taxis.

*"I rely on taxis to get back with shopping – I can manage on the bus going in but coming back I can't carry everything."*

*"I get a lift in with my neighbour but I always need a taxi back otherwise I have to wait around too long."*

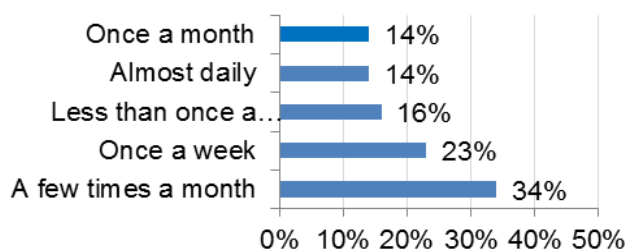
*"I have no choice but to use taxi which takes a wheelchair as I don't drive."*

### Access to a car



Taxi use varied with a third using a taxi once a week or almost daily. Others were less frequent users but all mentioned the importance of the trips they did make.

### How often do you use a Taxi in this area?



*"If I couldn't get a taxi I don't know how I could get to the chiropodist."*

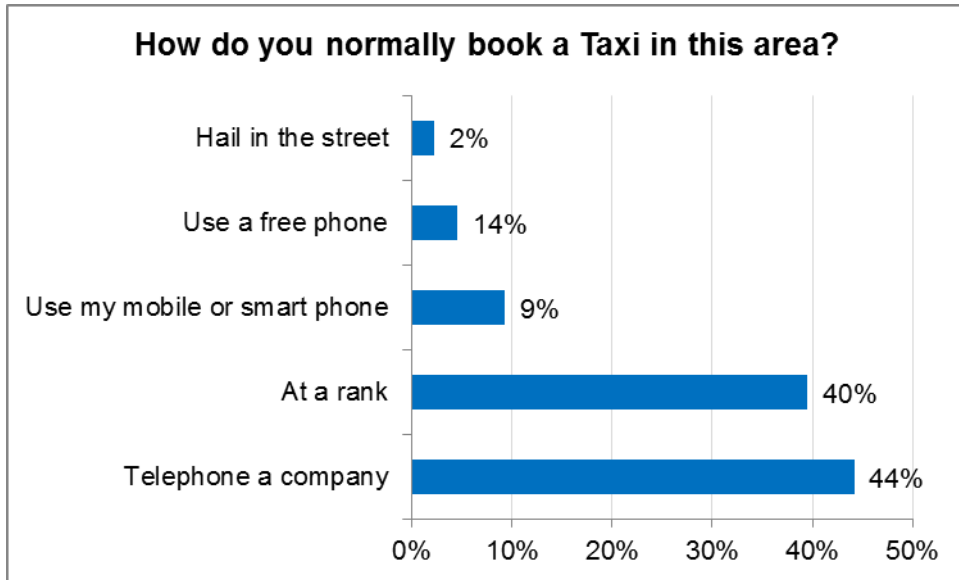
*"I need to use taxis to visit my customers."*

*"I collect my daughter from nursery school three days a week – she wouldn't be able to go otherwise."*

### Booking methods

Interviewees were also asked about how they normally booked a taxi. 40% went to a rank but this was in part due to the targeting of ranks for some of the recruitment of interviewees. Phoning from land lines was most common with a further 9% using a mobile phone. 14% used free phones from shops, clubs or other venues. Very few hailed in the street and the reasons for this included previous experience of being ignored by drivers.

*"It's no use waiting on a street corner in a wheelchair – they don't want to bother and pretend they haven't seen you. Once I reverted to hiding round the corner while my friend got me one. You should've seen the driver's face when I appeared."*

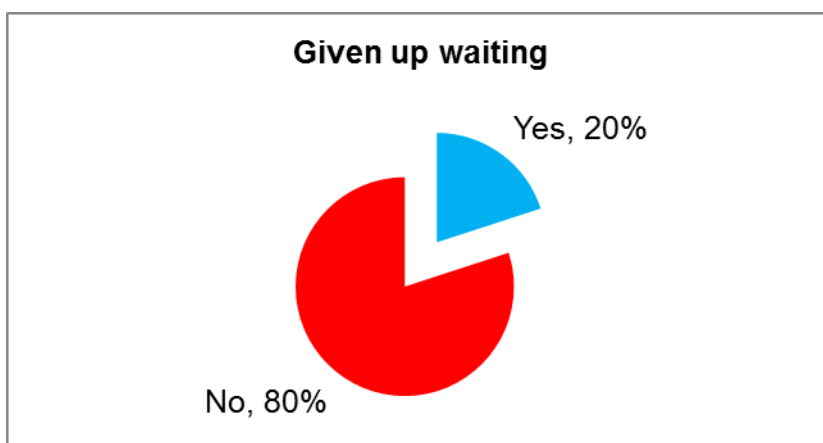


Confusion between hackney carriages and private hire

However, it was at this point in the interview that a common confusion between hackney carriages and private hire became apparent. Indeed very few people could explain the difference and so some of the taxis people had tried to hail were clearly private hire licensed vehicles which could not stop. This confusion also affected the replies to subsequent questions whereby in spite of explanations about the difference most found it impossible to differentiate.

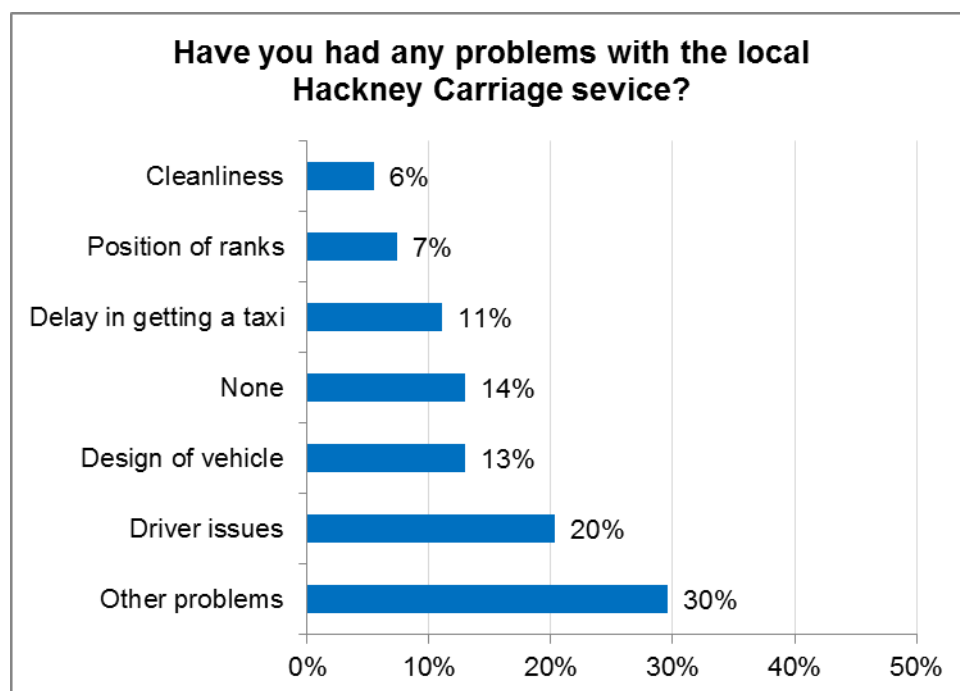
*"I've never heard of this – I assumed they were all taxis the same."*

Thus some of the answer to the question about the local hackney carriage service inevitably relate to both hackneys and private hire. For example 20% said they had given up waiting to get a taxi but probing showed that this was when attempting phone bookings and not at ranks.



## Problems

Although 14% reported 'none' most people felt there were problems.



## **Cost**

The biggest issue was the cost of taxis. There were many comments about the need for a taxicard scheme especially for people who couldn't make use of concessionary bus passes and a lot of uncertainty about whether there were any schemes.

*"It's unfair that I don't get a taxi pass when I can't use the buses. My sister gets a bus pass and she goes all over for nothing."*

*"There is some help for taxi fares but it's not enough."*

*"If I try to get a taxicard will I use my mobility allowance?"*

## **Drivers**

The next biggest problem related to driver issues including inappropriate comments and lack of assistance to perceptions of outright discrimination.

*"They started the meter before I was strapped in which I admit can take a while."*

*"He asked me personal questions about my disability. I suppose he was trying to be friendly but it was bloody rude. I felt like saying – how long have you had that fat belly?"*

*"There's one driver who pretends he can't take dogs because he's got exemption on medical grounds."*



*"He shouted at me because I didn't tip. It was very upsetting. Do you have to?"*

### **Ranks**

Only 7% felt the ranks were either in the wrong place or needed elsewhere. The most common suggestions of where they were needed were the Market Place and the hospital.

*"There used to be a rank at the market which was very handy – I wish they would bring that back."*

### **Vehicles**

Of particular interest to this research is the design of vehicles and there was a lot of discussion about this with many reasons for different preferences and indeed some people liked to use both WAVs and saloons.

*"When I'm due for treatment I have to use the wheelchair but afterwards I can use sticks so then I prefer saloon taxis."*

Not all those who preferred WAVs were wheelchair users. Some other disabled people such as those who were overweight or travelled with guide dogs preferred the flat floor and space of purpose built vehicles. Others felt that the grab handles on some purpose built vehicles were helpful. One thing that was clear is that many taxi users do not realise that some hackney carriage vehicles have swivel seats and additional steps.

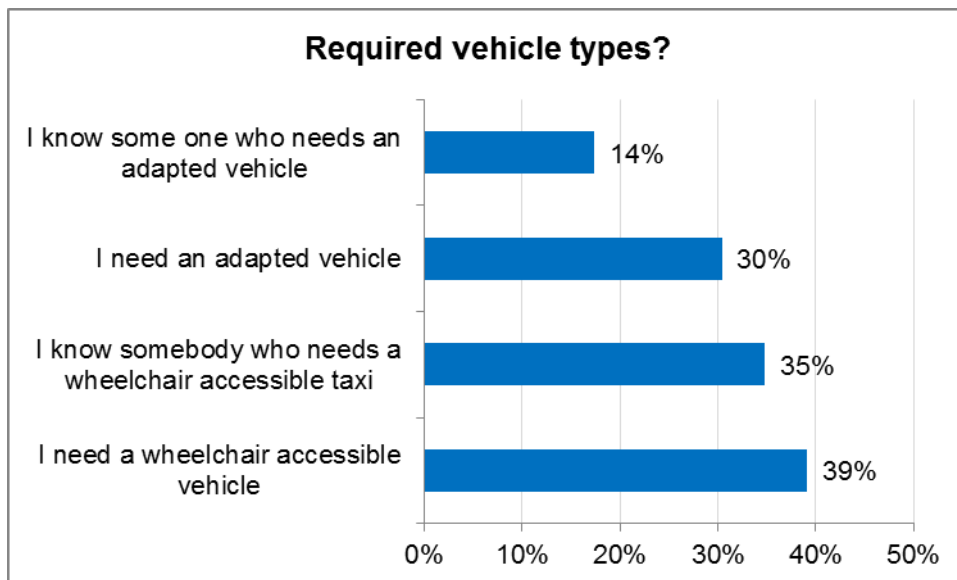
*"Well I didn't realise they had that extra step coming out – that would be a lot of help to me."*

In contrast some preferred saloons including wheelchair users.

*"I like to sit beside the driver and have my wheelchair loaded in the boot."*

*"I like some of the saloons but others have a high sill and I can't get my leg in."*

There were also complex issues around perceptions of what was meant by 'adapted vehicle' with some raising the need for features such as swivel seats in saloons, talking meters, larger boots, lower sills, security screens, more spacious vehicles both saloon and hackneys, and child seats. Thus 30% said they needed an adapted vehicle and 39% a WAV. Similarly 14% knew someone who needs an adapted vehicle and 35% someone who needs a WAV.



Another contentious issue was the need for side loading of wheelchairs with some electric wheelchair users then forced to travel sideways due to the inability to have the space needed to turn round.

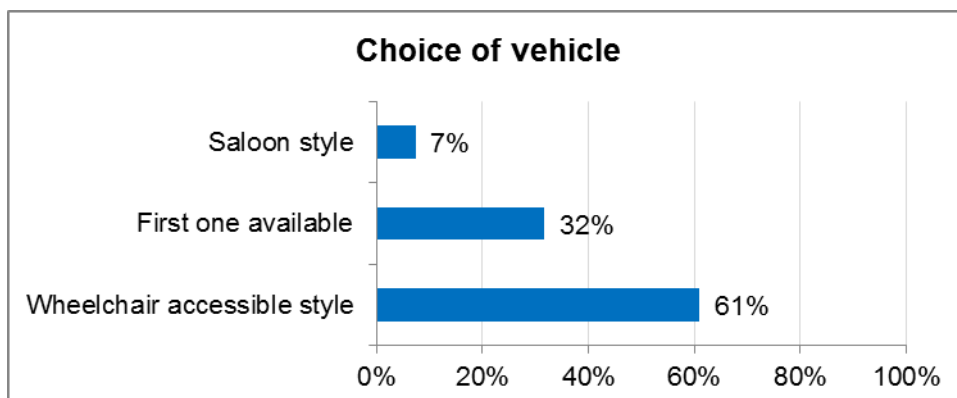
"I would prefer to go in from the rear like the car I used to drive."  
 However a more common problem was the size of wheelchairs whether or not side or rear loading.

*"I can't get my wheelchair up the ramp. It's too big for the door."*

*"We are both wheelchair users and none of the rank taxis can take us – we use a firm with a big van."*

*"I didn't realise that my wheelchair wouldn't go in the taxis when I bought it."*

The overall finding was that a third had no firm preference and would take the first vehicle available; that 7% preferred the saloon style and nearly two thirds a WAV with an estimated half of the latter having no choice but to use a WAV.



## **Conclusion**

The issue of accessibility in the hackney carriage fleet is challenging especially as many elderly and disabled people themselves do not agree on vehicle preferences or understand the difference between hackneys and private hire. Apart from wheel chair accessibility, many 'wheel chair accessible' vehicles also offer features of benefit to other disabled users such as a kneeling step, large floor space for guide dogs and highly visible grab rails for people with visual disabilities. In contrast there are some disabled people (especially those with ambulant disability) who prefer saloon cars but only when the sill height is suitable. Other features such as swivel seats would also be helpful.

In spite of these complexities, the current situation in Cambridge is generally satisfactory as regards to vehicle provision. Most disabled taxi users have found suitable providers who they often use exclusively by prebooking. In hailing from ranks there appears to be a good balance of supply between saloons and WAVs.

On the other hand there are issues which would improve the service for disabled taxi users which are summarised below:

- Daytime ranks at the market place and hospital.
- Customer care including disability awareness training for drivers.
- A clearer complaints or feedback system (using a panel of regular taxi users).
- More publicity for additional features of purpose build taxis such as the kneeling step and swivel seat.
- Consideration of introducing minimum standards for saloon hackneys such as sill heights, availability of swivel seats and minimum space.
- Better advice about where disabled people with larger space needs can find suitable vehicles to pre book. This would particularly apply to wheelchair users requiring rear access.
- More awareness of the fact that all hackneys charge the same fare (to counteract the perception that traditional 'black cabs' are more expensive).
- A better understanding of the difference between private hire and hackney carriage legislation.
- Consideration of support for disabled taxi users who cannot use concessionary fares on buses.



## **7. Licensed Vehicle Trade Consultation**

### ***Trade consultation***

Three hackney carriage and three private hire trade representatives were invited to meet us following the study inception meeting in 2014. The need for a robust driver survey was explained and accepted. All those representatives who attended the meeting agreed the final questionnaire and the hackney carriage representatives agreed to hold a further meeting with their members to assist any who had questions about completion of the forms. A further meeting with representatives from CTS was offered but was not in the event required. Some representatives were unable to attend the meeting, but were sent copies of the resulting questionnaire although none provided any further input. Two councillors were also provided opportunity to input to the content of the questionnaire and both agreed it was acceptable and collected the information they needed.

The agreed letter and questionnaire was issued to all Cambridge City Council licensed hackney carriage drivers inviting them to complete the questionnaire about their current operating practises and their reaction after the limit was taken off in 2001. A total of 936 letters were issued (out of a possible 1,251 removing duplicates such as where someone had a driver and vehicle licence).

Private hire drivers / owners / operators were equally invited to contribute partly because the dual driver licence means that it is very difficult to identify those who are operating hackney carriages, and partly because the DfT Best Practice Guidance requires all within the licensed vehicle industry to be consulted in any event. Further statistics were provided about the number of private hire vehicles from Cambridge working for private hire operators, and a list of names so we could verify any who, because of the nature of their business, might not find the limit on vehicle numbers or the survey of particular relevance to them (such as those providing executive services or purely contract based services).

### ***Questionnaire response***

A total of 244 valid responses were received – a response rate of 26% based on the number of letters issued. Some letters may have been passed on to others and there were some responses by people principally working under South Cambridgeshire systems though still with some form of licence from Cambridge. These have been identified within the analysis.

Of the 244 responses, 86% were from those who claimed to drive hackney carriage vehicles. 10% were from those driving private hire. 1% came from those driving South Cambridgeshire vehicles. 2% came from those no longer working or from those who owned but did not driver or from operators. Overall this is a very good response.

In terms of trade membership, 48% came from CCLT, 27% from CHCA, 1% from those claiming to belong to both hackney carriage associations, and 2% from the Cambridge Private Hire Association (CPHA). 22% did not respond to this question.

12% had hackney carriage only driver licences. 86% had dual licences and for the remaining 2% this question was not relevant. 41% of those responding worked six days and 27% seven days. 4.5% of respondents worked four and a half days or less. The average number of days worked was six. Average hours worked over all giving a response was 54 hours but ranging from zero through to 85 hours.

Driver experience ranged from a year to 45 years, with the average being 13 years – a significant level of experience in the trade in the area.

81% owned and drove their own vehicle. 16% said someone else drove their vehicle at another time.

52% operated on radio circuits but 43% did not. In terms of companies, on both hackney carriage and private hire sides one dominated. Some 111 people named the company they worked for with 57% of hackney carriages and 16% of private hire responses naming the same company. The next largest company (hackney carriage only) had 17% of responses. On the hackney carriage side four other companies were named whilst only one other was named from the private hire side. This suggests few public facing companies in the area and relatively little competition.

51% said their main fares came from rank work. 14% said phone and many others gave combinations with rank and hailing being also at 14% of respondents. In terms of ranks used, 79% told us the locations they used. 24% said 'all ranks' and a further 11% 'all ranks but the station'. Others named specific ranks covering mainly St Andrews St, Drummer St, the station and Parkside with few naming specific night ranks. Very few said they only served the station – quite unusual for a fleet with specific permits (although this may relate to the distance between station and city centre and the desire to maximise work undertaken overall).

55% told us the issues that affected when they worked. 15% said their hours of working were affected by when they could find space at ranks. A further 15% said they were affected by when they could get on ranks and the lack of work available overall. 10% said their work pattern was dictated by family commitments, 8% by traffic congestion. 7% said they had to work long hours to make ends meet. Many other reasons were given, some including multiple reasons. Several had found niche markets or contracts they focussed on. Overall the responses suggest there is significant spare capacity in the current fleet and plenty of opportunity for more people to use hackney carriages were more rank locations available.

95% of those responding felt a limit was appropriate to be imposed with just 2% opposing this. This included several private hire asking for a limit on their numbers as well although this is not currently legally possible. 65% gave reasons why they felt a limit would benefit the public. Many focussed on the reduction in congestion at ranks and in streets it could bring and the reduction in pollution that would ensure from less vehicles driving around to find spaces. Several said it would improve safety as drivers focussed on customers not simply trying to find work, and others said this would give improved customer service.

32% provided other comments. Most amplified the comments made about why there should be a limit. A small number suggested the number of vehicles should be limited at less than the current number.

Cambridge City Licensed Taxis Ltd provided a written response. They told us they have 200 members (note the formal number advised to the City is 150) who all agree "that if numbers get capped there needs to be a form of management system involving the County and City councils as well as the trade to move forward and address the following issues – lack of rank space (37 for 300 vehicles), congestion arising from this and resultant emissions issue.

### ***Overall usage of hackney carriages***

The hackney carriage trade representative made their own estimate of vehicle and passenger usage at the railway station from the 2012 data. For the 225 vehicles able to serve that location, each makes 1.5 trips in an hour. Factoring this by 12 hours, 6 days and 51 weeks provides some 1,239,300 trips per year from the station. Assuming an average occupancy of 2 persons per vehicle provides some 2,478,600 passengers taken from the station per year by hackney carriage. Using the rail statistics for the latest year available, this is around 60% of all passengers arriving at the station.

The representative said there were 10,000 jobs per day undertaken by the private hire companies. Assuming 1.5 passengers per vehicle, and factoring by 6 days and 51 weeks (to cover quieter periods), gives an estimated 4.59million passengers per year by private hire for the Cambridge area. They thought that buses carried around 18 million per year according to statistics they had been advised. Further discussion of these figures is undertaken in the conclusion section.





## 8. Responses to DfT Best Practice Guidance 2010

Annex A of the Best Practice Guidance (BPG) provides a list of useful questions to help assess the issue of quantity controls of hackney carriage licences.

This chapter takes the form of a response to each question based on the evidence identified earlier in this report. BPG questions are shown in ***bold italic*** with responses following in normal type.

***Have you considered the Government's view that quantity control should be removed unless a specific case that such controls benefit the consumer can be made?***

Yes, this report is the independent input to this consideration on behalf of Cambridge City Council. The report suggests that both concerns about potential congestion effects as well as benefits to passengers make the specific case that the controls will bring benefits to the consumer.

***Questions relating to the policy of controlling numbers:  
Have you recently reviewed the need for your policy of quantity controls?***

Yes, this report forms a review of the need for the policy of quantity control of hackney carriages at this point in time in the Cambridge City Council area. Demand studies were undertaken regularly (at three yearly intervals) until removal of the limit in 2001. No other demand studies have occurred since that time.

***What form did the review of your policy of quantity controls take?***

This current review follows the DfT Best Practise Guidance April 2010 in undertaking a full review of the current situation in regard to the policy towards hackney carriage vehicle limits. It includes:

- A review of the background policies of the Council
- A rank survey program to identify current demand and supply
- Public consultation with people in the streets of Cambridge
- Stakeholder consultation with all groups recommended by the DfT Best Practise Guidance as far as people were available
- A detailed trade consultation to which over 20% of the trade responded
- Consideration of the relevant section of the Equality Act

### ***Who was involved in the review?***

This review was undertaken by an independent consultant and included direct discussion with the following respondents:

- Local supermarkets
- Hotels in the area
- The local hospital
- A local Disability representative
- Greater Anglia rail operator
- Night life representatives including CAMBAC and the police
- Some councillors
- County social services and education transport providers
- A local cycle group
- The police

### ***What decision was reached about retaining or removing quantity controls?***

The decision regarding quantity controls is the subject of the final chapter, but is also a matter for decision by the committee appointed to make such decisions on behalf of Cambridge City Council.

### ***Are you satisfied that your policy justifies restricting entry to the trade?***

Please see the summary and conclusions section for guidance on conclusions from our review – ultimately this decision is for the local council to make.

### ***Are you satisfied that quantity controls do not:***

- ***Reduce the availability of taxis***
- ***Increase waiting times for consumers***
- ***Reduce choice and safety for consumers***

At the present time there are plenty of vehicles at nearly all times. With the highest provision of hackney carriages around, there is plenty of choice for consumers. Evidence from the driver questionnaire suggests plenty of spare capacity for the current fleet to meet all future needs.

***What special circumstances justify retention of quantity controls?***

This issue is ultimately for the Councillors to conclude, but there could be significant issues if further excess numbers of vehicles not having sufficient space to rank were allowed. Drivers are also working much longer hours, with potential impacts on passenger safety. The difficulty in making ends meet is putting drivers under severe emotional pressure which is leading to some arguments and strong competition even amongst the hackney carriage drivers, reducing levels of service to customers. Having a limit will provide stability in the hackney carriage industry that will allow drivers to focus on customer service.

Passengers will benefit from drivers being able to focus on serving the customer rather than trying to strongly compete for the work available. Passengers will enjoy a better environment around the city centre without excess hackney carriages either waiting for custom or driving round seeking custom as would be the case were more licences to continue to be issued. Passengers will benefit from drivers being able to better invest in vehicles as the drivers are more assured about the future and their potential income. Passengers will also continue to receive service from the current drivers who have significant levels of experience in the Cambridge city hackney carriage trade.

***How does your policy benefit consumers, particularly in remote rural areas?***

Cambridge City Council area is an urban area and rural areas do not exist within its tight boundaries.

***How does your policy benefit the trade?***

Should the Councillors be so minded, then a reinstatement of a limit on the number of hackney carriage vehicles could at the present time inject some stability in the trade and allow concentration on ensuring vehicles react to demand as a better rank provision is made, rather than focussing on trying to maintain a living with a greater number of vehicles becoming hackney carriage.

***If you have a local accessibility policy, how does this fit with restricting taxi licences?***

Local accessibility policy is currently under development, with a focus on ensuring those who have wheel chair accessible licensed vehicles are appropriately trained to use them. There are currently a high number of wheel chair accessible vehicles in the hackney carriage fleet (63%).

***Questions relating to setting the number of taxi licences:***

***When did you last assess unmet demand?***

Unmet demand was regularly assessed (every three years) until the limit was removed and the need for such assessment also taken away.

***How is your taxi limit assessed?***

The limit has been assessed using industry standard techniques.

***Have you considered latent demand, ie potential customers who would use taxis if more were available, but currently do not?***

Yes, latent demand was considered by several methods, with the key method being through interviews with members of the public.

***Are you satisfied that your limit is set at the correct level?***

This is a matter for decision by the Council committee based on evidence following in our summary.

***How does the need for adequate taxi ranks affect your policy of quantity controls?***

The need for adequate taxi ranks which reflect the current economics and footfall of the main urban area is critical at this time. There are currently over 300 vehicles available for service. The main public rank used provides up to 16 spaces (including the feeder), whilst other time limited locations provide a small number of further spaces – although more are now being used in 2014 than in 2012. There are other 24-hour and part time spaces which are little used by the trade but which have practical reasons why they are not used.

The main space for ranking is a privately owned rank, to which not all hackney carriage vehicles have access (a limited number of supplementary permits are issued by the rail operator). The main section of rank gives 14 guaranteed spaces and a significantly larger number around the car park. This is not under the control of the Council and could be removed at any time were this felt to be important to the rail operator (although at present the operator is very pleased with, and keen on continuing this provision).

***Questions relating to consultation and other public transport service provision:***

***When consulting, have you included all those working in the market, consumer and passenger (including disabled groups), groups which represent those passengers with special needs, local interest groups, eg hospitals or visitor attractions, the police, a wide range of transport stakeholders, eg rail/bus/coach providers and traffic managers?***

See above, yes, all appropriate consultees have been taken into account.

***Do you receive representations about taxi availability?***

No

***What is the level of service currently available to consumers including other public transport modes?***

There are good rail and bus services available.

## 9. The Equality Act 2010

Whilst several sections of the Equality Act (EA) affect licensed vehicle operations, the key provision relevant to this report is the requirement under section 161 that any authority with a limit on the number of hackney carriage vehicle licences should issue licences to wheel chair accessible vehicles (WAV) until an agreed percentage of the fleet were such WAV style. The last guidance in regard to timescales for introduction of this regulation saw consultation occurring around this point in time – although nothing has yet been issued by the Department for Transport. Cambridge City Council currently has no limit and this section of the Act does not currently apply.

However, if a decision is made to re-apply a limit, the EA would then apply to a limited Cambridge City Council hackney carriage vehicle number.

The Equality Act is national legislation which cannot be amended by the council or its officers. Current thought suggests that the required proportion of WAV style vehicles expected for the Cambridge City Council area might be of the order of 35%. The Table below demonstrates that Cambridge City currently have more than sufficient wheel chair accessible vehicles to meet criteria up to and including 60% of the fleet.

Option	Total number of vehicles	Number of wheel chair accessible vehicles (WAV)	Percentage of fleet that are WAV
Current	309	195 (app)	63%
EA requirement	309	108	35%
<b>Criteria met with over 60% of fleet currently WAV</b>			

### ***Potential responses to the Equality Act***

Cambridge City Council is currently compliant with the stipulation of the Equality Act Section 161 even if it reapplies a limit on hackney carriage numbers (otherwise Section 161 does not apply) as long as the proportion set does not exceed 60% of the fleet.



## **10. Summary and conclusions**

### ***Policy Background***

Cambridge City lies within the county of Cambridgeshire, who set the overall transport policy for the county and City. The latest Local Transport Plan includes plans for further pedestrianisation of the city centre including increased priority for bus services, who have seen major investment in recent years, including the Busway.

Cambridge City ceased to use its power to limit the number of hackney carriage vehicle licences in July 2001, having undertaken regular studies of demand until that time. The 2012 review of demand was the first since that time.

### ***Industry Background***

Hackney carriage vehicle numbers are currently 309, an increase of some 158% since 1994. However, if the level at removal of the limit is taken, current numbers are almost exactly double that level. Private hire vehicles have fallen in number since 1997, partly due to transfer to hackney carriage, and partly arising from many vehicles now being registered in South Cambridgeshire. Private hire numbers are now actually lower than they were when records began in 1997.

Total licensed vehicles in the area have grown 20% since 1997, with the present total number of vehicles being 6% below the highest ever level. Driver numbers have increased, with an overall increase in licensed drivers of 4% since 1997 (reduced since 2012).

Comparing provision of hackney carriages and private hire vehicles to other areas, Cambridge is the only authority within the comparison with over 2 hackney carriage vehicles per thousand of population. Cambridge has 60% more hackney carriage vehicles than the three nearest authorities, Fenland, Norwich and Sheffield, who have 1.2 to 1.5 vehicles per thousand of population.

When compared in terms of overall licensed vehicle fleet sizes, Cambridge has the third best provision, with over 4 licensed vehicles per thousand of population. Oxford and South Cambridgeshire both see higher overall vehicle provision.

In summary, those wanting both hackney carriage and private hire vehicles in Cambridge City enjoy an extremely healthy provision of both kinds of vehicle (with an emphasis on hackney carriage provision)

At present, any new hackney carriage must be wheel chair accessible and there are therefore 63% of the fleet of this style. Saloon vehicles have grandfather rights and therefore retain plate values as they can be replaced by saloon style vehicles, although any plates given up are then not replaced.

There appears to be double shifting in the hackney carriage fleet. No dual drivers exist and there are currently 1.5 drivers for every licensed vehicle (it being no longer possible to undertake this comparison for just hackney carriages as most drivers are now 'dual').

Fares appear reasonable for Cambridge, if anything slightly on the high side, being 35<sup>th</sup> equal nationally in terms of the two mile fare, a lower position than in 2012.

### ***Rank Survey results***

Some 187 hours of rank observations were undertaken towards the end of June 2012. Plate observations were undertaken on a further 18 hours, together with a four week continual review of the level of vehicles serving the main rank at Cambridge railway station.

The rank surveys found that 44% of passenger and 51% of vehicle movements occurred at the railway station rank. St Andrew's Street saw a further 38% of passengers and 33% of vehicles in a typical week. In absolute numbers, St Andrew's Street saw just under 12,300 passengers in the survey week, with just over 14,100 at the railway station.

Both main ranks saw over 100 passengers per hour for sustained periods throughout the day – and in some cases many more hours. At the railway station, we observed very few passenger delays attributable to any lack of hackney carriages. Delays were encountered at St Andrew's Street, although none were significant when taken in context and most have reduced in 2014 with the new feeder system in place.

Other ranks, particularly those at Parkside (all hours), Bridge Street (all hours) and Market Street (night only), saw some use, although a lot less than the two main ranks. Drummer Street is now a key feeder rank and also sees some use by passengers taking advantage of the higher availability of vehicles here. Two other night ranks are now used more than in 2012.

During our discussions we became aware that the mid-street Sidney Street rank sees significant night usage at times when clubs are closing, and we have added estimates for this usage into our overall estimates of patronage.

The ATC information and other discussions suggest the survey week was typical for the average Cambridge week of demand.



Our sample plate observations found nearly three quarters of the fleet active – a relatively high level. Whilst there were 93 plates seen at both ranks, 62 were only seen at St Andrew’s Street, and 61 just at the station (partly reflecting the limited number of vehicles allowed to serve the station). On average vehicles returned to rank heads within 34-38 minutes of departure. This includes any waiting time at the rank.

In 2012, the St Andrew’s Street rank did see some passenger waiting. However, this was related to the small size of this rank which could only at most take seven vehicles, which has now changed with the availability of dynamically linked feeder spaces at Drummer St.

### ***Public Consultation***

A 15 question survey was undertaken with a total of 410 persons in the Cambridge City Council area, with 60 near the Grafton Centre, and 50 in the Leisure Park. In terms of gender, the sample was very close to the statistical values for the area, although in age terms our sample contained less in the younger bracket, with the largest bias towards those in the middle group. We do not consider this will have overly biased our results

Cambridge City saw a relatively low level of recent use of licensed vehicles in the area– 44%. Part of this resulted from a higher number of non-local persons being interviewed (on average 24% were not from Cambridge), with this being the highest reason for not using a local licensed vehicle in the last three months. Car and cycle use were also given as reasons for not needing licensed vehicles. Taking into account stated frequencies of use, 1.9 trips per person per month were estimated, again relatively low.

Those obtaining licensed vehicles were almost equally split between rank use (49%) and phoning (of some form)(total of 46%). 4% hailed, relatively high compared to most locations who usually see less than 1% if any hailing.

For those who phoned, there was high loyalty to companies, and although the largest company was most frequently mentioned, some 11 different companies were named by respondents.

When asked specifically about hackney carriages, people tended to claim to use them less frequently than licensed vehicles overall. However, there was good knowledge of ranks and people also said they used most of the ranks, although the two main ranks dominated. This knowledge extended to those interviewed out of the city centre. The highest number of people named two ranks.

There was less interest in new ranks, although people said they would like to see both Market Street and Bridge Street available in the daytime.

There were very few people with issues with the hackney carriage service – suggesting a high level of satisfaction. This conclusion was strengthened by 28% of respondents taking time to say they had no issue.

In terms of increasing use of hackney carriages, 34% of those interviewed gave a response. Of these, 30% wanted more hackney carriages **to phone for**, 13% wanted more at ranks, and 10% wanted better vehicles. 42% stated 'other' and then asked for cheaper fares – the usual dominant response to this question.

There was very little known need for wheel chair accessible vehicles – although where there was a response, it was strongly in favour of wheel chair accessible vehicles rather than any other adapted style.

Apart from the Grafton Centre respondents, 89% would choose the first available vehicle at a rank. Those making a choice, including those at the Grafton Centre, went for a saloon style.

Insignificant numbers of people had given up waiting for hackney carriages with just three examples given in the entire sample. On average, for those responding, just 7% had ever given up waiting.

### ***Stakeholder Consultation***

Both supermarkets and hotels provided for their customers to call for licensed vehicles, and most used private hire vehicles. No issues of poor service were reported, although there did not seem to be many distinct free phones provided, compared to other places.

Night-time economy consultees generally felt there were sufficient vehicles, and many night clubs advised their customers to use the nearby ranks for travel home. Just one club felt there were insufficient vehicles available. None appeared to have agreements with private hire companies or dedicated phones. Marshals appeared to be highly valued and most appeared to want to see more of them.

The CAMBAC, police and parking representatives all made the point that there appeared to be too many vehicles available during the daytime, particularly seeking to rank on St Andrew's Street. This was felt to create congestion in that location which blocked other users of that road. It was suggested that this over-ranking was the main reason the County wished to move hackney carriages from this location.

Greater Anglia were very pleased with the service provided to their private rank at Cambridge railway station. Whilst they were keen to see a high number of vehicles in order to meet their high demand levels, they had also set a limit on the number of vehicles allowed to have the supplementary permit partly because of the lack of waiting space for more vehicles. The only improvements the rail operator would like would be some form of dress code for hackney carriage drivers.

A cyclist organisation was concerned about licensed vehicle driving standards, although they felt quite a few of those causing issue were not from the local fleet, but from the South Cambridgeshire fleet. They also felt it hard to complain in fear of retaliation.

Councillors are split on the issue if there are too many hackney carriages or not. Some felt there were times that people were unable to obtain hackney carriages, whilst others felt there were generally too many. In 2014, the main councillor concern was that the views of the trade were more adequately represented and that overall they could have a robust and clear database of evidence to allow a decision about returning a limit to be made.

There was concern about the long hours drivers were working, but councillors were unaware nothing could be done to restrict this. The main concern was the impact these long hours might have on driver alertness and safety.

An issue was also raised with reference to some disabled persons, particularly those with larger powered chairs, finding it hard to obtain a prompt service.

County social services / education transport users get very good service for simple taxi / driver requirements, but often have to obtain out of City companies to undertake contracts that require regular drivers and / or passenger assistants.

### ***Disability Research***

Additional research was undertaken including a mystery shopper exercise, a survey of 100 disabled users and specific disability focussed stakeholder interviews.

It was found that 59% of those interviewed had no access to a car, and that many of the others were dependant on being given lifts. Many used buses or a lift in one direction and a licensed vehicle for their return trip.

A third used a licensed vehicle once a week or almost daily. Even those making less frequent trips made it clear how important to them the licensed vehicle trips were.

Few chose to hail a hackney carriage, principally because they had bad experiences of being ignored.

There was a common confusion between what was a hackney carriage and a private hire vehicle amongst those interviewed. It transpired that those saying they had given up trying to get a hackney carriage were actually trying to phone for a vehicle and unable to get an appropriate vehicle.

14% of respondents had no problems with hackney carriages. However, the top issue related to cost, with many referring to others they knew who were able to obtain taxicards, particularly if they could not use buses for which they had free passes.

Others felt drivers made comments inappropriate to their disability.

Only 7% wanted ranks elsewhere – the most common being at the hospital and in Market Street.

For the disability respondees, two thirds would choose a wheel chair accessible vehicle at a rank, with around one third unable to use any other sort of vehicle. There was an issue with the size of wheel chairs, particularly powered ones, and the vehicles available to those passengers.

The research suggests that the current situation in Cambridge is generally satisfactory as regards to vehicle provision. Most disabled users have found suitable providers who they often use exclusively by pre-booking. Hailing from ranks appears to give a good balance between saloons and wheel chair accessible vehicles.

Issues that would improve the service for those with disabilities include:

- Daytime ranks near the market and at the hospital.
- Customer care including disability awareness training for drivers.
- A clearer complaints or feedback system, possibly using a panel of regular taxi users.
- More publicity for additional features of purpose built vehicles such as the kneeling step and swivel seat.
- Minimum standards for saloon hackneys including sill heights, minimum space and swivel seats.
- Better advice of where those needing larger spaces can find suitable vehicle to pre-book – particularly those needing rear access.
- More awareness of the fact that all hackneys charge the same fare to counteract the perception that traditional black cabs are more expensive.
- A better understanding of the current difference between private hire and hackney carriage legislation
- Consideration of support for disabled licensed vehicle users unable to use their concessionary fare pass because buses are inaccessible to them.
- An information booklet explaining the features of different hackney vehicles and the service in general geared to the particular needs of disabled taxi users including on advice as to which sizes and styles of wheelchair fit into different makes of WAVs.

## ***Trade Consultation***

A very good response was obtained to a letter and questionnaire issued to all those involved in the licensed vehicle trade. With most drivers now being 'dual' it was not possible (nor within the guidance of the BPG) for the questionnaire to be restricted to just hackney carriage drivers. 936 letters were issued and some 26% of valid responses were received.

86% of the response was from those claiming to drive hackney carriage vehicles. 10% came from private hire vehicle drivers. 41% worked six days and 27% seven days. However, 4.5% worked four and a half days or less. The average hours worked was 54 with a range up to 85 hours. Driver experience averaged 13 years but was up to 45 years.

81% owned and drove their own vehicle and 16% drove another vehicle at another point in time. 52% worked on radio circuits overall with 43% not working on them – a relatively high level of independents. Few companies were named and one company was dominant in both hackney carriage and private hire.

51% said their main work was from ranks, 14% from 'rank and hailing' and 14% from phone. 24% serviced all ranks and a further 11% all ranks apart from the railway station. Few just serviced the station rank.

Working hours were affected by a range of issues – with 10% working to suit family commitments. 15% were restrained by when they could access ranks, 15% by access to ranks and the reduction in work available and 8% restrained by traffic congestion. 7% said they had to work long hours to make ends meet. A number had found niche markets and some had swapped to private hire to improve the guarantee of work. The responses suggest a significant level of spare capacity in the fleet to undertake more work.

Overall 95% of those responding said a limit would be important in the development of the trade at this time – which included several from the private hire side. 2% opposed a limit.

Reasons were given why the public would benefit from a limit with most suggestions related to reducing congestion at ranks and from vehicles circulating to find rank space. Many said safety would improve as drivers would feel able to focus on customers rather than obtaining work. A minority suggested the limit should be set below the current numbers and based on demand rather than current supply.

## ***Overall usage of licensed vehicles***

Taking the results from the rank surveys, public attitudes and trade information, an estimate can be made of the annual usage of licensed vehicles in Cambridge.

Just over 31,000 hackney carriage passenger trips are estimated from the rank survey work. The public attitude results suggest a further 4% of trips will be made by hailing of hackney carriages. This increases the number of passengers per week to just under 32,400. When factored to a full year, this suggests an estimate of nearly 1.7 million passengers travelling in hackney carriages in Cambridge. However, the trade representative felt this was an underestimate, with a suggestion that some 2.5 million passenger trips were made from the station per year, which would provide in the order of 5.7 million passenger trips per year given the proportion of trade we estimated from the railway station rank.

The trade representative suggested private hire passenger trips were in the order of 4.59 million per year, giving a combined total of between 6.3 and 10.3 million passengers per year carried by licensed vehicles in Cambridge. This compares very favourably with the estimated 18 million bus trips estimated for Cambridge reported by the trade representative (Cambridge station provides some 8.2 million two-way passengers per year).

Our research also confirms that many passenger trips are in one direction by bus and return (or otherwise) by hackney carriage or private hire – demonstrating that licensed vehicles are an essential part of public transport for the City.

### ***Equality Act***

Cambridge is well placed in regard to Section 161 even if it applies a limit on the number of hackney carriage vehicles (at present Section 161 will not apply).

### ***Best Practice Guidance***

A review of the questions posed in the BGP was undertaken and is presented in an earlier Chapter. At the present time we believe there is a good case to be made that re-introduction of a limit on hackney carriage vehicle numbers will bring passenger benefit at this point in time and for some time into the future.

### ***Conclusions***

Our review of hackney carriage usage and operation in the City of Cambridge finds a very active and essential service being provided for those who need hackney carriage vehicles in the City. Taking all factors into account, **we do not consider there is currently any significant demand for the services of hackney carriages which is unmet.**

Rank service is dominated by the private railway station rank (to which a supplementary charged permit is required, the number of which are limited), and the St Andrew's Street rank. Other ranks serve specific needs, although there are some important night ranks in use. There is firm information to support the revised arrangement at St Andrew's St / Drummer St with some reservation regarding equipment reliability. Trade, police, county and City representatives all agree this has been successful in elimination of over-ranking at St Andrew's St and the negative impacts of this.

The two main ranks serve passengers very well. The principal issue in 2012 was the small size of the St Andrew's Street rank and its lack of suitable practical feeder spaces. In the ideal world, in 2012 it was suggested the rank would serve passengers much more effectively if it had 10 rank spaces and a practical way that Drummer Street rank could feed this location. This was also seen as enabling a very strong line to be taken on over-ranking at this location which would remove the issue and allow the rank to remain in this important location. This change was made in 2013 and in 2014 operation is notably improved (see comment above).

It remains absolutely essential that the St Andrew's Street rank is not moved from its current location, which is currently the only point that pedestrians from the city centre can readily access hackney carriages. It is very likely that any change to this current provision would reduce the number of people using hackney carriages to leave the area during the daytime, and given many of these are choosing to use this mode of transport, would either lead to an inordinate increase in private vehicles, or a loss of trade to other locations outside the city centre.

Both the station and St Andrew's Street ranks are essential parts of public transport provision in the City, and their location and access must be maintained (and improved where possible) to ensure that passengers feel able to make full use of these locations.

Private hire vehicles undertake an estimated 4.59 million passenger trips per year, with the range of hackney carriage usage between 1.7 and 5.7 million, compared to an estimate of 18 million for bus passengers.

Provision of hackney carriages compared to other authorities nearby and other similar authorities is very favourable to Cambridge, with over 2 hackney carriages per thousand of resident population. This level is 60% higher than that provided in Norwich and Sheffield, the areas with the next highest levels of hackney carriage provision. Overall licensed vehicle provision is exceeded by Oxford and South Cambridgeshire given the relatively low number of private hire vehicles registered by Cambridge City (arising from many being registered with South Cambridgeshire, hence their high level of private hire provision to population).

Interestingly, despite anyone being able to obtain a new hackney carriage vehicle license at any time, the level of double-shifting of vehicles remains high. We were advised that this arises to cover the cost of having to invest in and maintain a wheel chair accessible vehicle. This does, however, mean that most vehicles are active for longer periods than they could be with single ownership and driving. This is good practice and maximises availability as well as making good use of resources.

Drivers in the Cambridge area have a strong focus on doing their best to maximise their income. This can sometime be in the face of factors that appear to be working against them. There is some evidence that the current volume of vehicles available is taking driver focus away from serving passengers to one where they are trying to maximise the number of fares obtained, which in the long run can lead to poorer passenger service and safety issues. Safety issues arise from longer working hours, less ability to focus on vehicle maintenance, and trying to get back to the ranks as soon as practicable (and obtain the best possible space in the queue).

Overall, the current hackney carriage and private hire fleets work very well for those needing licensed vehicle services in the City, and this fleet is very worthy of any support that can be given to ensure that it can continue to deliver and improve delivery of this important contribution to public transport. There is a clear willingness from those involved in transport within the County to work with appropriate representatives to ensure this occurs.

Discussion with stakeholders and public representatives suggests there might be scope for building up ranks to serve demand in the proximity of the Grafton Centre, and possibly at the hospital, although the latter might be more difficult. There is also need to consider a rank that would better serve passengers to the railway station – perhaps in Kings Parade where there is a large pedestrian footfall but currently a lot of kerb space used for other purposes. Other than this, it is clear there is little or no additional space for ranks in the City, and that it will be increasingly hard to fit any further hackney carriages onto the city streets.



## 11. Recommendations

### ***Limits on the number of hackney carriage vehicles***

With the lack of any significant unmet demand, the Council has the option of applying a limit to the number of hackney carriage vehicles. A limit set at the number of vehicles existing on the date of the committee meeting, plus satisfactory completion of any applications under way on that date would be appropriate. This would require no new applications to be allowed from the night of the meeting to avoid any sudden rush of applications which would be counter to the aims of setting a limit. There are several other options taken by other councils however on balance from our experience we feel the above option would be the best at this point in time for Cambridge.

A simple and direct waiting list would be needed plus a transparent method by which any returned licences would be reissued to those who had expressed an interest in receiving these licences. Other authorities provide examples of this and their experience should be drawn upon to make the solution the most robust based on experience.

We believe that application of a limit on vehicle numbers would bring the following benefits:

- It would obviate the issue that there is little roadspace for more vehicles to wait in the central area
- Current revenue would not be further diluted by any new vehicles added
- It would stop the current trend towards working longer hours and would therefore bring benefits in passenger and driver safety
- Drivers would feel able to know how much they can spend on maintenance
- It would give the opportunity for the council to work with drivers to raise vehicle and driver standards and provide further training
- Driver focus would be on developing their current customer base rather than fighting with each other for trade
- There would be an immediate improvement of driver morale which would assist passenger experience and safety

We are aware of several authorities where return of a limit on vehicle numbers has at least improved driver morale – which in turn has allowed licensing and the trade to work together to obtain other improvements to the service provided with a focus on matters like driver training and service promotion. In the current situation it might allow discussion about the value of lesser used ranks to passengers and the trade and some agreement on how / where ranks might be needed to take advantage of the spare capacity in the current fleet.

The alternative option would be to retain the current unlimited vehicle number policy. Were the alternative option of retaining current policy to be taken forward, the following issues would have to be dealt with:

- The rank in Drummer Street could return to the problems of over-ranking formerly seen in St Andrew's St
- The issue of excess vehicles trying to gain access to passengers in the city centre would be very difficult to control as the number of vehicles would be uncontrolled – any extra rank spaces might be quickly filled by new applicants
- The issue of safety arising from the continued increase of working hours by drivers would have to be considered
- The potential for loss of confidence of stakeholders affected by excess numbers of vehicles seeking to find rank space in the city would need to be addressed
- Significant time would be needed to prevent vehicles from causing congestion – which would have to come from parking or highway budgets as this is not part of the licensing remit
- A way would have to be found to ensure drivers would focus on serving passengers rather than seeking fares – a very difficult matter
- Strict maintenance checks would be needed which might result in the loss of more expensive maintenance wheel chair accessible vehicles from the fleet.

### ***Other Elements of the Action Plan***

Alongside the decision in regard to limiting vehicle numbers, or otherwise, a number of other actions would help develop the current licensed vehicle service in the Cambridge area.

The great relationship between Greater Anglia rail operator and the hackney carriage trade must be valued and maintained by all parties. Further discussion is needed to ensure the revised rank arrangements at the station can meet passenger need.

The most critical need is to review and enhance the central area rank operation. The principal aim must be to ensure that the St Andrew's Street rank can remain in its present location. This needs agreement between the county and trade to ensure that issues are understood and not tolerated. It may be prudent to undertake a limited review of the operation of this rank with the current feeder system to have robust information about its current usage and operation – although this could also potentially be achieved by drawing on current information the licensing section holds with respect to this location. This could be used to support retention of the rank in any future County plans as we are concerned that there is no other location as good for hackney carriages in central Cambridge.

The Trade must be significantly involved in the any further consultation about the Better Bus Area development, and in negotiations with regard to the CB1 development.

At the same time, a five space rank should be sought in the far end of King's Parade. This would need to be signed from the main pedestrian area and well-advertised. The trade would need to agree to provide vehicles to service this rank whilst people became used to the new location.

Consideration should be given to making the current Bridge Street two space rank formally available at all times.

The night St Andrew's St rank should be re-signed and rebranded to assist in addressing continuing issues with plying for hire adjacent to the Regal.

Significant thought must be given to providing a practical rank for the Grafton Centre, and ensuring this is used by both passengers and vehicles to allow it to develop.

This Report should be made available to county and city representatives to demonstrate to them the value of the licensed vehicle service to the City and county. The need to ensure maintained or improved ranks and access must be clearly communicated to everyone involved in developing Cambridge. This is critical to the continued economic well-being of the area.

More information needs to be provided on web sites and tourist sites explaining the availability and costs of using the hackney carriage and private hire services. Current usage by those visiting the city appears low and marketing should increase this.

Better information needs to be provided to sign those in the large pedestrianized city central area to ranks by the shortest practical route, perhaps including information about if vehicles are available. This will be very important if the extra ranks can be obtained.

The current choice of vehicle types in the hackney carriage fleet for those with disabilities is very wide, and well appreciated. Opportunity should be taken to advertise this better, as well as opportunities taken for the trade to meet those with disabilities to demonstrate the available options. This could take the form of a booklet produced showing the vehicles and their advantages, or funding could be identified for roadshow type events to showcase the options available.

There is need to ensure regularisation of private hire pick-ups near the railway station, which is presently causing friction with both hackney carriage and the station operator and which could easily be resolved in the same manner that the station has an agreement with the main private hire operator. This might require action on behalf of the licensing section – or at least discussion between the rail operator and licensing section to see how this regularisation might be achieved.

Investment in disability awareness training for drivers would bring significant benefits to the area, to passengers, and to drivers in terms of increase patronage of their services, as well as better job satisfaction as awkward situations would be minimised.

The licensing section has adopted a revised management system for enforcement and handling of complaints and there is no further need for action in this respect.

Those responsible for subsidising public transport need to give careful thought to those unable to use even the highly accessible public transport currently on offer in the Cambridge area.

There is need to identify a way by which individual drivers would feel able to share more details of their current operations so that a clear picture can be built up of the present parameters of the operation as well as it being much easier to identify issues and resolve them. Had there been better information available about earnings and usage from the driver side, this report could have provided a much firmer estimate of the actual number of hackney carriages needed in the area, rather than just a conclusion that there are currently sufficient numbers.

If it proves impossible to expand rank provision in the city centre, thought could be given to setting a limit lower than the present limit and more akin to present demand, to reduce the level of congestion at ranks and driving around to wait for spaces to become available. This has occurred in Chesterfield and Knowsley. In other places, the number of hackney carriages has fallen even with a retained limit and this could be monitored in Cambridge over the coming months and years.

There is an opportunity with the introduction of a limit on hackney carriage vehicle numbers for the long standing grandfather policy on plates 1 to 121 to be reviewed. This might require vehicles to become WAV either when the current vehicle reached its age limit or if they are replaced for other reasons. This would, however, need consultation.

Notwithstanding any future changes in government policy, a further demand survey should be planned to occur with surveys preferably in October / November 2017 to meet current guidance on the validity time for such surveys.

It should be reiterated that the committee can at any time choose to issue further plates if evidence were presented that there was need for further vehicles arising from development in the area or from other appropriate evidence or changes without recourse to a survey although all such decisions should be clearly evidenced.





## Cambridge, St Andrew's Street Rank, Friday 22<sup>nd</sup> June 2012, 1000 – 0400

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (m:ss)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
10	30	30	23	6	29	0:06:50	0:07:35	0:17:00						
11	39	49	29	4	33	0:09:09	0:10:00	0:18:00			No passenger waits			
12	53	79	52	3	55	0:05:43	0:05:53	0:11:00						
13	42	78	43	3	46	0:04:51	0:05:09	0:15:00	0:13	1:42	10	0	0	4
14	58	105	59	0	59	0:03:26	0:03:26	0:09:00	0:14	2:24	10	0	0	4
15	66	115	66	0	66	0:01:26	0:01:26	0:05:00	1:13	3:18	36	6	0	10
16	88	108	67	9	76	0:03:46	0:03:55	0:16:00	0:12	1:30	15	0	0	3
17	57	105	67	2	69	0:03:59	0:04:02	0:09:00	0:07	1:42	7	0	0	2
18	66	107	61	5	66	0:04:35	0:04:50	0:10:00	0:11	1:36	12	0	0	2
19	66	128	54	5	59	0:05:27	0:05:30	0:26:00	0:04	1:00	9	0	0	1
20	41	78	37	6	43	0:07:59	0:08:37	0:21:00						
21	53	96	48	6	54	0:05:36	0:05:45	0:13:00			No passenger waits			
22	62	90	52	9	61	0:06:32	0:07:05	0:17:00	0:03	1:00	4	0	0	1
23	68	131	69	4	73	0:04:50	0:05:04	0:12:00						
00	73	91	52	6	58	0:12:02	0:12:35	0:21:00						
01	77	109	60	5	65	0:10:30	0:11:08	0:24:00			No passenger waits			
02	68	156	81	5	86	0:06:40	0:06:58	0:16:00						
03	116	259	105	13	118	0:01:34	0:01:40	0:07:00	1:32	3:12	111	11	0	7
04	n/a	19	7	0	7	n/a	n/a	n/a			No passenger waits			
<b>TOTALS</b>	<b>1123</b>	<b>1933</b>	<b>1032</b>	<b>91</b>	<b>1123</b>		n/a		0:20	3:00	214	17	0	10

## Cambridge, St Andrew's Street Rank, Thursday 28<sup>th</sup> June 2012, 1200 – 0000

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
11	10	0	0	0	0	0:08:54	0:09:20	0:14:00			No passenger waits			
12	32	46	37	5	42	0:09:52	0:10:45	0:18:00	0:17	4:18	2	1	0	6
13	53	56	42	4	46	0:07:44	0:07:28	0:18:00	0:24	3:42	6	0	0	5
14	56	95	57	2	59	0:04:43	0:04:39	0:12:00			No passenger waits			
15	69	104	65	1	66	0:04:48	0:04:48	0:10:00			No passenger waits			
16	55	85	50	7	57	0:07:17	0:08:07	0:22:00			No passenger waits			
17	63	98	63	2	65	0:01:59	0:02:00	0:09:00	0:44	3:00	24	0	0	4
18	52	81	47	3	50	0:06:51	0:07:12	0:15:00	0:04	6:00	0	1	0	6
19	40	50	38	2	40	0:08:37	0:09:05	0:15:00			No passenger waits			
20	31	49	26	5	31	0:13:02	0:15:12	0:23:00			No passenger waits			
21	33	70	33	3	36	0:08:53	0:09:10	0:18:00			No passenger waits			
22	55	88	52	5	57	0:04:29	0:04:46	0:12:00	0:05	2:42	3	0	0	3
23	70	130	60	10	70	0:03:57	0:04:21	0:09:00	0:21	3:00	15	0	0	4
00	1	0	0	1	1	0:00:00	0	0			No passenger waits			
<b>TOTALS</b>	<b>620</b>	<b>952</b>	<b>570</b>	<b>50</b>	<b>620</b>				<b>0:10</b>	<b>3:19</b>	<b>50</b>	<b>2</b>	<b>0</b>	<b>6</b>



# Cambridge, Drummer Street Rank, Wednesday 20<sup>th</sup> June 2012, 1000 – 2000

Page	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
09	1					0:02:00	0							
10	5	4	1	4	5	0:08:36	0:02:00	0:02:00						
11	1	0	0	2	2	0:08:00	0	0			No passenger waits			
12	3	0	0	1	1	0:10:40	0	0						
13	5	2	2	5	6	0:01:24	0:00:30	0:01:00	0:30	1:00	1	0	0	1
14	5	2	1	4	5	0:01:48	0:01:00	0:01:00			No passenger waits			
15	4	1	1	3	6	0:03:00	0:00:00	0:00:00	2:00	2:00	1	0	0	2
16	4	1	1	3	5	0:02:15	0:00:00	0:00:00						
17	5	0	0	5	5	0:03:00	0	0			No passenger waits			
18	1	1	1		0	0:01:00	0:01:00	0:01:00	2:00	2:00	1	0	0	2
19	2	0	0	2	3	0:02:00	0	0			No passenger waits			
<b>TOTALS</b>	<b>36</b>	<b>11</b>	<b>7</b>	<b>29</b>	<b>36</b>				<b>0:27</b>	<b>1:40</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>

## Cambridge, Drummer Street Rank, Saturday 23<sup>rd</sup> June 2012, 1000 – 2000

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
10	7	1	1	6	7	0:02:43	0	0	5:00	5:00	1	0	0	5
11	1	0	0	1	1	0:04:00	0	0			No passenger waits			
12	1	0	0	1	1	0:05:00	0	0			No passenger waits			
13	3	5	1	2	3	0:01:00	0	0	1:00	1:00	5	0	0	1
14	4	1	1	1	2	0:04:15	0:01:00	0:01:00			No passenger waits			
15	6	4	3	4	7	0:02:00	0:02:15	0:06:00	0:30	2:00	1	0	0	2
16	2	4	2	1	3	0:02:30	0:00:00	0:00:00	0:30	1:00	2	0	0	1
17	3	0	0	3	3	0:02:40	0	0			No passenger waits			
18	3	0	0	3	3	0:02:00	0	0			No passenger waits			
19	4	2	1	3	4	0:01:30	0:01:00	0:01:00	3:00	3:00	2	0	0	3
<b>TOTALS</b>	<b>34</b>	<b>17</b>	<b>9</b>	<b>25</b>	<b>34</b>				<b>1:11</b>	<b>1:49</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>5</b>

# Cambridge, Parkside Rank, Saturday 23<sup>rd</sup> June 2012, 1000 – 2000

Page	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
11	3	1	1	1	2	0:08:40	0:12:00	0:12:00			No passenger waits			
12	4	1	1	4	5	0:02:30	0:00:00	0:00:00			No passenger waits			
13	9	2	2	7	9	0:06:00	0:00:30	0:01:00	2:30	5:00	1	0	0	5
14	4	3	3	1	4	0:07:00	0:09:00	0:18:00			No passenger waits			
15	5	3	2	2	4	0:02:36	0:03:40	0:10:00	2:42	2:42	2	1	0	6
16	6	4	4	3	7	0:01:50	0:01:00	0:02:00			No passenger waits			
17	6	5	4	2	6	0:01:00	0:01:00	0:02:00	1:48	4:30	1	1	0	6
18	9	9	5	4	9	0:02:00	0:02:12	0:04:00	0:27	4:00	2	0	0	4
19	8	8	5	2	7	0:03:45	0:02:48	0:06:00			No passenger waits			
19	1	0		2	2	0:03:00	0	0			No passenger waits			
<b>TOTALS</b>	<b>55</b>	<b>36</b>	<b>27</b>	<b>28</b>	<b>55</b>				<b>0:50</b>	<b>3:45</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>6</b>

# Cambridge, Market Street, Friday 22<sup>nd</sup> June 2012, 1800 – 0500

Page 1 of 3

	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
	3	2	1	2	3	0:01:00	0:00:00	0:00:00			No passenger waits			
	1	2	1		1	0:02:00	0:02:00	0:02:00	13:00	13:00	0	0	2	13
<b>TOTALS</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4</b>				<b>6:30</b>	<b>13:00</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>13</b>

Note – no vehicles or passengers in other hours observed

## Cambridge, Market Street, Friday 22<sup>nd</sup> June 2012, 1800 – 0500

Page	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
20	1	0	0	1	1	0:01:00	0	0						
21	2	0	0	2	2	0:04:30	0	0						
22	1	0	0	1	1	0:03:00	0	0						
23	3	4	1	2	3	0:06:00	0:02:00	0:02:00						
00	5	0	0	4	4	0:02:12	0	0		No passenger waits				
01	10	12	6	4	10	0:04:24	0:05:26	0:11:00						
02	18	43	12	5	17	0:08:27	0:10:09	0:21:00						
03	18	17	6	12	18	0:04:23	0:03:48	0:13:00						
04	0	2	1	1	2	0	0	0						
<b>TOTALS</b>	<b>58</b>	<b>78</b>	<b>26</b>	<b>32</b>	<b>58</b>									

Note – no vehicles or passengers in other hours observed

**Cambridge, Market Street, Saturday 23<sup>rd</sup> June 2012, 1800 – 0500**

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	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
	2	2	1	1	2	0:07:30	0	0			No passenger waits			
	1	2	1	0	1	0:00:00	0	0						
<b>TOTALS</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>									

Note – no vehicles or passengers in other hours observed

## Cambridge, Market Street, Saturday 23<sup>rd</sup> June 2012, 1800 – 0500

Page	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
19	2	0	0	2	2	0:00:30	0	0						
20	0	0	0	0	0	0	0	0			No passenger waits			
21	2	0	0	2	2	0:05:30	0	0			No passenger waits			
22	0	0	0	0	0	0	0	0			No passenger waits			
23	4	9	3	1	4	0:05:15	0:00:20	0:01:00	1:53	2:24	7	0	0	3
00	7	12	3	4	7	0:01:34	0:02:40	0:05:00	0:50	2:00	5	0	0	2
01	13	20	6	5	11	0:03:37	0:04:34	0:21:00	0:09	3:00	1	0	0	3
02	17	26	8	10	18	0:03:32	0:03:30	0:19:00			No passenger waits			
03	8	14	5	4	9	0:03:07	0:04:00	0:13:00			No passenger waits			
<b>TOTALS</b>	<b>53</b>	<b>81</b>	<b>25</b>	<b>28</b>	<b>53</b>				<b>0:22</b>	<b>2:18</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>3</b>

Note – no vehicles or passengers in other hours observed

# Cambridge, Bridge Street, Saturday 23<sup>rd</sup> June 2012, 1000 – 0500

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
06	3	2	2	1	3	0:01:40	0:02:00	0:03:00						
07	2	0	0	2	2	0:07:30	0	0						
08	0	0	0	0	0	0	0	0						
09	0	0	0	0	0	0	0	0						
10	0	0	0	0	0	0	0	0			No passenger waits			
15	1	4	1	0	1	0:01:00	0:01:00	0:01:00						
16	1	4	1	0	1	0:01:00	0:01:00	0:01:00						
17	1	4	1	0	1	0:01:00	0:01:00	0:01:00						
18	3	6	2	0	2	0:03:40	0:04:00	0:07:00						
19	3	3	1	3	4	0:01:40	0:02:00	0:02:00	3:00	3:00	3	0	0	3
20	2	0	0	2	2	0:02:30	0	0						
21	7	0	0	7	7	0:03:26	0	0						
22	4	6	1	3	4	0:02:00	0:03:00	0:03:00						
23	4	4	2	2	4	0:02:45	0:04:00	0:05:00						
00	2	4	2	0	2	0:01:00	0:01:00	0:01:00			No passenger waits			
01	1	2	1	0	1	0:01:00	0:01:00	0:01:00						
02	0	0	0	0	0	0	0	0						
03	2	5	2	0	2	0:01:00	0:01:00	0:01:00						
<b>TOTALS</b>	<b>36</b>	<b>44</b>	<b>16</b>	<b>20</b>	<b>36</b>				<b>0:12</b>	<b>3:00</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

Note – no vehicles or passengers in other hours observed



**Cambridge, Jesus Lane, Saturday 23<sup>rd</sup> June 2012, 2200 – 0300**

Page	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
22	6	2	1	5	6	0:01:30	0:00:00	0:00:00						
23	2	8	2	0	2	0:03:00	0:03:00	0:06:00						
00	1	1	1	0	1	0:00:00	0:00:00	0:00:00			No passenger waits			
01	1	0	0	0	0	0:16:00	0	0						
02	0	0	0	0	0	0	0	0						
<b>TOTALS</b>	<b>10</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>10</b>									

## Cambridge, Railway Station, private rank, Wednesday 20<sup>th</sup> June 2012, 1200 – 0300

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
11	10	0	0	0	0	0:08:45	0:08:45	0:13:00						
12	64	94	68	4	72	0:09:40	0:09:54	0:22:00						
13	66	92	66	1	67	0:00:41	0:00:41	0:01:00						
14	89	105	72	0	72	0:04:43	0:04:43	0:18:00						
15	76	82	67	2	69	0:13:22	0:13:38	0:21:00						
16	72	85	70	4	74	0:13:17	0:13:56	0:21:00						
17	88	114	93	1	94	0:03:46	0:03:40	0:10:00						
18	109	130	109	2	111	0:03:16	0:03:16	0:13:00						
19	129	161	126	1	127	0:04:57	0:04:58	0:19:00						No passenger waits
20	130	142	108	4	112	0:09:01	0:09:13	0:17:00						
21	71	112	84	3	87	0:15:28	0:15:42	0:22:00						
22	77	99	81	1	82	0:05:55	0:05:55	0:14:00						
23	63	100	76	1	77	0:13:49	0:14:01	0:35:00						
00	59	61	48	3	51	0:06:53	0:07:01	0:33:00						
01	23	34	28	3	31	0:06:55	0:06:15	0:15:00						
02	1	0	0	1	1	0:02:00	0	0						
<b>TOTALS</b>	<b>1127</b>	<b>1411</b>	<b>1096</b>	<b>31</b>	<b>1127</b>									

## Cambridge, Railway Station, private rank, Friday 22<sup>nd</sup> June 2012, 0800 – 0400

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in hours (mins)	Average passenger waiting time, less waiting time of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
07	6					0:07:30	0:07:30	0:08:00					
08	63	84	68	0	68	0:01:27	0:01:27	0:07:00					
09	115	147	115	1	116	0:01:39	0:01:40	0:08:00					
10	114	146	104		104	0:02:36	0:02:36	0:09:00					
11	98	137	103		103	0:02:13	0:02:13	0:10:00					
12	89	130	94		94	0:01:07	0:01:07	0:06:00					
13	73	95	73		73	0:00:44	0:00:44	0:02:00					
14	77	98	71	2	73	0:04:47	0:04:54	0:13:00					
15	62	103	66		66	0:00:40	0:00:40	0:01:00					
16	57	83	56		56	0:00:56	0:00:56	0:03:00			No passenger waits		
17	69	99	70		70	0:00:53	0:00:53	0:02:00					
18	80	101	79		79	0:00:46	0:00:46	0:02:00					
19	184	236	174	1	175	0:01:27	0:01:27	0:08:00					
20	146	158	122		122	0:10:56	0:11:00	0:20:00					
21	98	140	109	7	116	0:10:42	0:11:16	0:22:00					
22	94	104	77	2	79	0:11:22	0:11:29	0:26:00					
23	69	123	94	6	100	0:11:44	0:12:18	0:35:00					
00	69	69	58	4	62	0:07:34	0:07:42	0:44:00					
01	47	31	54		54	0:07:08	0:07:08	0:32:00					
02	0	0	0	0	0	0	0	0					
<b>TOTALS</b>	<b>1610</b>	<b>2084</b>	<b>1587</b>	<b>23</b>	<b>1610</b>								

Note – no vehicles or passengers in other hours observed

## Cambridge, Railway Station, private rank, Saturday 23<sup>rd</sup> June 2012, 0500 – 0500

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting time	Average vehicle waiting time	Maximum vehicle waiting time	Average passenger waiting time in an hour	Average passenger waiting time	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
05	3	0	2	0	2	0:19:00	0:19:00	0:43:00						
06	8	0	7	0	7	0:22:08	0:22:08	0:37:00						
07	11	0	7	0	7	0:27:00	0:27:00	0:42:00						
08	31	1	36	0	36	0:12:41	0:12:41	0:27:00						
09	63	23	49	1	50	0:09:09	0:09:16	0:21:00						
10	60	85	57	2	59	0:11:34	0:11:49	0:22:00						
11	93	163	96	1	97	0:04:50	0:04:53	0:15:00						
12	104	171	107	1	108	0:02:23	0:02:23	0:07:00						
13	100	159	102	1	103	0:06:21	0:06:19	0:17:00						
14	88	137	80	1	81	0:08:38	0:08:43	0:23:00			No passenger waits			
15	71	112	75	1	76	0:07:19	0:07:23	0:15:00						
16	73	107	69	1	70	0:03:16	0:03:17	0:12:00						
17	82	117	74	0	74	0:13:59	0:13:59	0:23:00						
18	99	174	114	1	115	0:04:33	0:04:33	0:14:00						
19	113	153	92	3	95	0:08:02	0:08:03	0:18:00						
20	118	173	102	11	113	0:12:45	0:13:54	0:32:00						
21	67	114	76	3	79	0:11:36	0:11:49	0:30:00						
22	55	51	39	7	46	0:23:01	0:25:01	0:37:00						
23	84	131	94	11	105	0:06:36	0:05:43	0:23:00						
00	80	91	77	2	79	0:07:34	0:01:09	0:12:00	0:01	2:00	1	0	0	2
01	76	95	72	4	76	0:01:10	0:07:10	0:29:00						
02	6	2	2	5	7	0:06:55	0:17:00	0:17:00			No passenger waits			
03	0	1	0	0	0	0:06:30	0	0						
04	2		1	1	2	0:07:30	0:10:00	0:10:00						
<b>TOTALS</b>	<b>1487</b>	<b>2060</b>	<b>1430</b>	<b>57</b>	<b>1487</b>									

## Appendix 2 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Date	Time	Views returned?
5	<b>Supermarkets</b>			
	Asda, Coldhams Lane	15/08	1114	Y
	Marks and Spencer, Coldhams Lane	15/08	1116	Y
	Waitrose, Fitzroy Street	15/08	1125	Y
	Sainsbury's, Brooks Road	15/08	1120	Y
5	<b>Hotels</b>			
	University Arms Hotel	15/08	1135	Y
	The Castle Bed and Breakfast	15/08	1140	Y
	Royal Cambridge Hotel	15/08	1138	Y
5	<b>Hospitals</b>			
	Cambridge Hospital	20/08		Y
5	<b>Pubwatch / night clubs</b>			
	Cambridge Businesses Against Crime (CAMBAC) Vicky Hornsby	15/08	1240	Y
	Lola Lo	24/8		Y
	Ballare	24/8		Y
	Mitre	24/8		Y
	Baroosh	24/8		Y
	Nusha	24/8		Y
	La Raza	24/8		Y
	The Fountain	24/8		Y
	The Junction	24/8		N
	The Place	24/8		N
	Fez	24/8		N
	The Cow	24/8		N
	Ta Bouche	24/8		N
	Castle PH	24/8		N
	Revolution	24/8		N
	All Bar One	24/8		N
	The Tivoli (Wetherspoons)	24/8		N
	Baron of Beef (Greene King)	24/8		N
	Regal (Wetherspoons)	24/8		N
	Kambar	24/8		CLOSED DOWN
	Salsa Club	24/8		EVENT not club
5	<b>Disability representatives</b>			
	(several, names supplied)			Y

5	<b>Police</b>			
	Peter St Clair, Cambridgeshire Constabulary Police Licensing Officer	See below for response		
	Sgt Andrea Gilbert, City Centre Sergeant	20/08	1646	Y
5	<b>Rail Operators</b>			
	Graham Ellingham	17/07	1100	Y
	<b>Other Contacts</b>			
	Grafton Centre, Michael Wiseman	28/8		Y
	Cambridge Leisure Park, Ray Mott	28/8		Y
	South Cambridgeshire Licensing Officer, Myles Bebbington	28/8	1000	Y
	Cambridge Cycling Campaign, Jim Chisholm	15/06	1200	Y
5	<b>Other Council contacts</b>			
	City Centre Management and Tourist Information Office, Emma Thornton			N
	CCTV, Martin Beaumont	28/8		Y
	CB1 Development, Sarah Dyer	28/8	1200	Y
	Councillor Jean Swanson	23/08	2000	Y
	Councillor Colin Rosenstiel	16/08	0000	Y
	Councillor Jeremy Benstead			
	Councillor Shapour Meftah			
5	<b>County Council contacts</b>			
	Brian Stinton, TRO (ranks)	3/9	1100	Y
	Paul Wotherspoon, Traffic Wardens	14/08	1355	Y
	School Contracts, John Vark	22/08	1151	Y
	City Centre pedestrianisation, Jeremy Smith			N
6	<b>Hackney carriage and private hire trade</b>			
	David Wratten, Hackney carriage representative	various		Y
	All drivers – walk round consultation and return of questionnaires	17/07		Y

## Appendix 3 Mystery Shopping Reporting Form

*(one for each trip)*

### Starting point

Home (give postcode)	
Rank (give street name)	
Other (give details)	

### End point

Home (give postcode)	
Rank (give street name)	
Other (give details)	

### Type of taxi

Hackney (e.g. legal to hire from street)	
Private hire (pre booked)	
Purpose built (e.g. wheelchair accessible, black cab type)	
Saloon car	

### Quality of trip

	Yes	No	Comments
Did you have any problems booking or finding a taxi			
Did the driver provide good customer care?			
Was the type of vehicle suitable for you trip			
Did the driver know the way?			
Was the charge correct?			

Other comments you would like to make about your trip?

--





# Appendix 4 Disability Questionnaire

## Cambridge Public Attitude Questionnaire

Surveyor.....

"Hello, we are undertaking a survey on behalf of the Council about what people think about Taxis. Have you a few moments to answer a few questions please?"

Date:.....

Survey location:.....

<b>Q1 Have you used a Taxi in the last 3 months in the Cambridge area?</b>	Yes 1	No 2
--	-------	------

<b>Q2 How often do you use a Taxi within this area?</b>	Almost daily	1
	Once a week	2
	A few times a month	3
	Once a month	4
	Less than once a month	5

<b>Q3 How do you normally book a Taxi within this area?</b>	At a Taxi rank	1
	Hail in the street	2
	Telephone a company	3
	Use a Freephone	4
	Use my mobile or smart phone	5
Other (please specify) 6		

<b>Q4 If you book a Taxi by phone, please tell us the three companies you phone most?</b>
1
2
3

The remaining questions ONLY apply to your use and views of HACKNEY CARRIAGES in Cambridge – the taxis you get from a rank or flag down, who usually charge you from the meter

<b>Q5 How often do you use a hackney carriage within the Cambridge area?</b>	Almost daily	1
	Once or twice a week	2
	A few times a month	3
	Once a month	4
	Less than once a month	5
	Never I can't remember when I last used a hackney carriage	6
	I can't remember seeing a hackney carriage in Cambridge	7
	Never	8

<b>Q6 Please tell me the ranks you are aware of in Cambridge, and for each if you use them?</b>	
1	Use
2	Use
3	Use
4	Use

<b>Q7 Is there any location in Cambridge where you would like to see a rank, and if it was there and vehicles were available, would you use it?</b>	
1	Use
2	Use
3	Use
4	Use

<b>Q 8 Have you had any problem with the local hackney carriage service?</b> (Indicate as many as apply)	Design of vehicle	1
	Driver Issues	2
	Position of ranks	3
	Delay in getting a Taxi	4
	Cleanliness	5
	Other problems	6

<b>Q9 What would encourage you to use Taxis or use them more often? (Indicate top two reasons)</b>	Better vehicles	1
	More hackney carriages I could phone for	2
	Better drivers	3
	More hackney carriages I could hail or get at a rank	4
Better located ranks(please state where)		5
Other (write in)		6

<b>Q10a Do you consider you, or anyone you know to have a disability that means an adapted vehicle is required?</b>	Yes 1	No 2
---	-------	------

<b>Q10b IF YES</b> (Indicate as many as apply)	I need a wheel chair accessible vehicle	1
	Someone I know needs a wheel chair accessible vehicle	2
	I need an adapted vehicle, but not wheel chair accessible	3
	Someone I know needs an adapted vehicle, but not wheel chair accessible	4
Other – write in		5

<b>Q11a If you arrived at a rank and there were saloon and wheel chair accessible vehicles there, which vehicle would you choose</b>	The first one available	1
	The saloon style	2
	The wheel chair accessible style	3

<b>Q11b Why you chose that specific vehicle type?</b>
---

<b>Q12a Have you ever given up waiting for a hackney carriage at a rank in Cambridge?</b>	Yes 1	No 2
---	-------	------

<b>Q12b If Yes – please write in where</b>
--

<b>Q13 Do you have regular access to a car?</b>	Yes 1	No 2
---	-------	------

<b>Q14 Do you live in the area?</b>	Yes 1	No 2
-------------------------------------	-------	------

<b>Q15 Sex</b>	Male 1	Female 2
----------------	--------	----------

<b>Q16 Age</b>	Under 30 1	31 – 55 2	Over 55 3
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Social Research Associates (2012)

**TAXI AND PRIVATE HIRE VEHICLE LICENSING:  
BEST PRACTICE GUIDANCE**

**March 2010**

## TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

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**Annex A - Useful questions when assessing quantity controls**

**Annex B - Sample notice between taxi/PHV driver and passenger**

**Annex C – Assessing applicants for a taxi or PHV driver licence in accordance with C1 standard**

## **INTRODUCTION**

1. The Department first issued Best Practice Guidance in October 2006 to assist those local authorities in England and Wales that have responsibility for the regulation of the taxi and private hire vehicle (PHV) trades.
2. It is clear that many licensing authorities considered their licensing policies in the context of the Guidance. That is most encouraging.
3. However, in order to keep our Guidance relevant and up to date, we embarked on a revision. We took account of feedback from the initial version and we consulted stakeholders in producing this revised version.
4. The key premise remains the same - it is for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters, in the light of their own views of the relevant considerations. This Guidance is intended to assist licensing authorities but it is only guidance and decisions on any matters remain a matter for the authority concerned.
5. We have not introduced changes simply for the sake of it. Accordingly, the bulk of the Guidance is unchanged. What we have done is focus on issues involving a new policy (for example trailing the introduction of the Safeguarding Vulnerable Groups legislation); or where we consider that the advice could be elaborated (eg enforcement); or where progress has been made since October 2006 (eg the stretched limousine guidance note has now been published).

## **THE ROLE OF TAXIS AND PHVs**

6. Taxis (more formally known as hackney carriages) and PHVs (or minicabs as some of them are known) play an important part in local transport. In 2008, the average person made 11 trips in taxis or private hire vehicles. Taxis and PHVs are used by all social groups; low-income young women (amongst whom car ownership is low) are one of the largest groups of users.
7. Taxis and PHVs are also increasingly used in innovative ways - for example as taxi-buses - to provide innovative local transport services (see paras 92-95)

## **THE ROLE OF LICENSING: POLICY JUSTIFICATION**

8. The aim of local authority licensing of the taxi and PHV trades is to protect the public. Local licensing authorities will also be aware that the public should have reasonable access to taxi and PHV services, because of the part they play in local transport provision. Licensing requirements which are unduly stringent will tend unreasonably to restrict the supply of taxi and PHV services, by putting up the cost of operation or otherwise restricting entry to the trade. Local licensing authorities should recognise that too restrictive an approach can work against the public interest – and can, indeed, have safety implications.

9. For example, it is clearly important that somebody using a taxi or PHV to go home alone late at night should be confident that the driver does not have a criminal record for assault and that the vehicle is safe. But on the other hand, if the supply of taxis or PHVs has been unduly constrained by onerous licensing conditions, then that person's safety might be put at risk by having to wait on late-night streets for a taxi or PHV to arrive; he or she might even be tempted to enter an unlicensed vehicle with an unlicensed driver illegally plying for hire.

10. Local licensing authorities will, therefore, want to be sure that each of their various licensing requirements is in proportion to the risk it aims to address; or, to put it another way, whether the cost of a requirement in terms of its effect on the availability of transport to the public is at least matched by the benefit to the public, for example through increased safety. This is not to propose that a detailed, quantitative, cost-benefit assessment should be made in each case; but it is to urge local licensing authorities to look carefully at the costs – financial or otherwise – imposed by each of their licensing policies. It is suggested they should ask themselves whether those costs are really commensurate with the benefits a policy is meant to achieve.

### **SCOPE OF THE GUIDANCE**

11. This guidance deliberately does not seek to cover the whole range of possible licensing requirements. Instead it seeks to concentrate only on those issues that have caused difficulty in the past or that seem of particular significance. Nor for the most part does the guidance seek to set out the law on taxi and PHV licensing, which for England and Wales contains many complexities. Local licensing authorities will appreciate that it is for them to seek their own legal advice.

### **CONSULTATION AT THE LOCAL LEVEL**

12. It is good practice for local authorities to consult about any significant proposed changes in licensing rules. Such consultation should include not only the taxi and PHV trades but also groups likely to be the trades' customers. Examples are groups representing disabled people, or Chambers of Commerce, organisations with a wider transport interest (eg the Campaign for Better Transport and other transport providers), womens' groups or local traders.

### **ACCESSIBILITY**

13. The Minister of State for Transport has now announced the way forward on accessibility for taxis and PHVs. His statement can be viewed on the Department's website at: <http://www.dft.gov.uk/press/speechesstatements/statements/accesstotaxis>. The Department will be taking forward demonstration schemes in three local authority areas to research the needs of people with disabilities in order to produce guidance about the most appropriate provision. In the meantime, the Department recognises that some local licensing authorities will want to make progress on enhancing accessible taxi provision and the guidance outlined below constitutes the Department's advice on how this might be achieved in advance of the comprehensive and dedicated guidance which will arise from the demonstration schemes.

14. Different accessibility considerations apply between taxis and PHVs. Taxis can be hired on the spot, in the street or at a rank, by the customer dealing directly with a driver. PHVs can only be booked through an operator. It is important that a disabled person should be able to hire a taxi on the spot with the minimum delay or inconvenience, and having accessible taxis available helps to make that possible. For PHVs, it may be more appropriate for a local authority to license any type of saloon car, noting that some PHV operators offer accessible vehicles in their fleet. The Department has produced a leaflet on the ergonomic requirements for accessible taxis that is available from: <http://www.dft.gov.uk/transportforyou/access/taxis/pubs/research>

15. The Department is aware that, in some cases, taxi drivers are reluctant to pick up disabled people. This may be because drivers are unsure about how to deal with disabled people, they believe it will take longer for disabled people to get in and out of the taxi and so they may lose other fares, or they are unsure about insurance arrangements if anything goes wrong. It should be remembered that this is no excuse for refusing to pick up disabled people and that the taxi industry has a duty to provide a service to disabled people in the same way as it provides a service to any other passenger. Licensing authorities should do what they can to work with operators, drivers and trade bodies in their area to improve drivers' awareness of the needs of disabled people, encourage them to overcome any reluctance or bad practice, and to improve their abilities and confidence. Local licensing authorities should also encourage their drivers to undertake disability awareness training, perhaps as part of the course mentioned in the training section of this guidance that is available through Go-Skills.

16. In relation to enforcement, licensing authorities will know that section 36 of the Disability Discrimination Act 1995 (DDA) was partially commenced by enactment of the Local Transport Act 2008. The duties contained in this section of the DDA apply only to those vehicles deemed accessible by the local authority being used on "taxibus" services. This applies to both hackney carriages and private hire vehicles.

17. Section 36 imposes certain duties on drivers of "taxibuses" to provide assistance to people in wheelchairs, to carry them in safety and not to charge extra for doing so. Failure to abide by these duties could lead to prosecution through a Magistrates' court and a maximum fine of £1,000.

18. Local authorities can take action against non-taxibus drivers who do not abide by their duties under section 36 of the DDA (see below). This could involve for example using licence conditions to implement training requirements or, ultimately, powers to suspend or revoke licences. Some local authorities use points systems and will take certain enforcement actions should drivers accumulate a certain number of points

19. There are plans to modify section 36 of the DDA. The Local Transport Act 2008 applied the duties to assist disabled passengers to drivers of taxis and PHVs whilst being used to provide local services. The Equality Bill which is currently on its passage through Parliament would extend the duties to drivers of taxis and PHVs whilst operating conventional services using wheelchair accessible vehicles. Licensing authorities will be informed if the change is enacted and Regulations will have to be made to deal with exemptions from the duties for drivers who are unable, on medical grounds to fulfil the duties.

### **Duties to carry assistance dogs**

20. Since 31 March 2001, licensed taxi drivers in England and Wales have been under a duty (under section 37 of the DDA) to carry guide, hearing and other prescribed assistance dogs in their taxis without additional charge. Drivers who have a medical condition that is aggravated by exposure to dogs may apply to their licensing authority for an exemption from the duty on medical grounds. Any other driver who fails to comply with the duty could be prosecuted through a Magistrates' court and is liable to a fine of up to £1,000. Similar duties covering PHV operators and drivers have been in force since 31 March 2004.

21. Enforcement of this duty is the responsibility of local licensing authorities. It is therefore for authorities to decide whether breaches should be pursued through the courts or considered as part of the licensing enforcement regime, having regard to guidance issued by the Department.

<http://www.dft.gov.uk/transportforyou/access/taxis/pubs/taxis/carriageofassistancedogsinta6154?page=2>

### **Duties under the Part 3 of the DDA**

22. The Disability Discrimination Act 2005 amended the DDA 1995 and lifted the exemption in Part 3 of that Act for operators of transport vehicles. Regulations applying Part 3 to vehicles used to provide public transport services, including taxis and PHVs, hire services and breakdown services came into force on 4 December 2006. Taxi drivers now have a duty to ensure disabled people are not discriminated against or treated less favourably. In order to meet these new duties, licensing authorities are required to review any practices, policies and procedures that make it impossible or unreasonably difficult for a disabled person to use their services.

23. The Disability Rights Commission, before it was incorporated into the Equality and Human Rights Commission, produced a Code of Practice to explain the Part 3 duties for the transport industry; this is available at [http://www.equalityhumanrights.com/uploaded\\_files/code\\_of\\_practice\\_provision\\_and\\_use\\_of\\_transport\\_vehicles\\_dda.pdf](http://www.equalityhumanrights.com/uploaded_files/code_of_practice_provision_and_use_of_transport_vehicles_dda.pdf). There is an expectation that Part 3 duties also now demand new skills and training; this is available through GoSkills, the sector skills council for road passenger transport. Go-Skills has also produced a DVD about assisting disabled passengers. Further details are provided in the training section of this guidance.

24. Local Authorities may wish to consider how to use available courses to reinforce the duties drivers are required to discharge under section 3 of DDA, and also to promote customer service standards for example through GoSkills.

25. In addition recognition has been made of a requirement of basic skills prior to undertaking any formal training. On-line tools are available to assess this requirement prior to undertaking formal training.



## **VEHICLES**

### **Specification Of Vehicle Types That May Be Licensed**

26. The legislation gives local authorities a wide range of discretion over the types of vehicle that they can license as taxis or PHVs. Some authorities specify conditions that in practice can only be met by purpose-built vehicles but the majority license a range of vehicles.

27. Normally, the best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible. Indeed, local authorities might usefully set down a range of general criteria, leaving it open to the taxi and PHV trades to put forward vehicles of their own choice which can be shown to meet those criteria. In that way there can be flexibility for new vehicle types to be readily taken into account.

28. It is suggested that local licensing authorities should give very careful consideration to a policy which automatically rules out particular types of vehicle or prescribes only one type or a small number of types of vehicle. For example, the Department believes authorities should be particularly cautious about specifying only purpose-built taxis, with the strict constraint on supply that that implies. But of course the purpose-built vehicles are amongst those which a local authority could be expected to license. Similarly, it may be too restrictive to automatically rule out considering Multi-Purpose Vehicles, or to license them for fewer passengers than their seating capacity (provided of course that the capacity of the vehicle is not more than eight passengers).

29. The owners and drivers of vehicles may want to make appropriate adaptations to their vehicles to help improve the personal security of the drivers. Licensing authorities should look favourably on such adaptations, but, as mentioned in paragraph 35 below, they may wish to ensure that modifications are present when the vehicle is tested and not made after the testing stage.

### **Tinted windows**

30. The minimum light transmission for glass in front of, and to the side of, the driver is 70%. Vehicles may be manufactured with glass that is darker than this fitted to windows rearward of the driver, especially in estate and people carrier style vehicles. When licensing vehicles, authorities should be mindful of this as well as the large costs and inconvenience associated with changing glass that conforms to both Type Approval and Construction and Use Regulations.

### **Imported vehicles: type approval (see also “stretched limousines”, paras 40-44 below)**

31. It may be that from time to time a local authority will be asked to license as a taxi or PHV a vehicle that has been imported independently (that is, by somebody other than the manufacturer). Such a vehicle might meet the local authority's criteria for licensing, but the local authority may nonetheless be uncertain about the wider rules for foreign vehicles being used in the UK. Such vehicles will be subject to the 'type approval' rules. For

passenger cars up to 10 years old at the time of first GB registration, this means meeting the technical standards of either:

- a European Whole Vehicle Type approval;
- a British National Type approval; or
- a Individual Vehicle Approval.

Most registration certificates issued since late 1998 should indicate the approval status of the vehicle. The technical standards applied (and the safety and environmental risks covered) under each of the above are proportionate to the number of vehicles entering service. Further information about these requirements and the procedures for licensing and registering imported vehicles can be seen at

[www.businesslink.gov.uk/vehicleapprovalschemes](http://www.businesslink.gov.uk/vehicleapprovalschemes)

## **Vehicle Testing**

32. There is considerable variation between local licensing authorities on vehicle testing, including the related question of age limits. The following can be regarded as best practice:

- **Frequency Of Tests.** The legal requirement is that all taxis should be subject to an MOT test or its equivalent once a year. For PHVs the requirement is for an annual test after the vehicle is three years old. An annual test for licensed vehicles of whatever age (that is, including vehicles that are less than three years old) seems appropriate in most cases, unless local conditions suggest that more frequent tests are necessary. However, more frequent tests may be appropriate for older vehicles (see 'age limits' below). Local licensing authorities may wish to note that a review carried out by the National Society for Cleaner Air in 2005 found that taxis were more likely than other vehicles to fail an emissions test. This finding, perhaps suggests that emissions testing should be carried out on ad hoc basis and more frequently than the full vehicle test.
- **Criteria For Tests.** Similarly, for mechanical matters it seems appropriate to apply the same criteria as those for the MOT test to taxis and PHVs\*. The MOT test on vehicles first used after 31 March 1987 includes checking of all seat belts. However, taxis and PHVs provide a service to the public, so it is also appropriate to set criteria for the internal condition of the vehicle, though these should not be unreasonably onerous.

\*A manual outlining the method of testing and reasons for failure of all MOT tested items can be obtained from the Stationary Office see  
<http://www.tsoshop.co.uk/bookstore.asp?FO=1159966&Action=Book&From=SearchResults&ProductID=0115525726>

- **Age Limits.** It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old.

- **Number Of Testing Stations.** There is sometimes criticism that local authorities provide only one testing centre for their area (which may be geographically extensive). So it is good practice for local authorities to consider having more than one testing station. There could be an advantage in contracting out the testing work, and to different garages. In that way the licensing authority can benefit from competition in costs. (The Vehicle Operators and Standards Agency – VOSA – may be able to assist where there are local difficulties in provision of testing stations.)

33. The Technical Officer Group of the Public Authority Transport Network has produced Best Practice Guidance which focuses on national inspection standards for taxis and PHVs. Local licensing authorities might find it helpful to refer to the testing standards set out in this guidance in carrying out their licensing responsibilities. The PATN can be accessed via the Freight Transport Association.

### **Personal security**

34. The personal security of taxi and PHV drivers and staff needs to be considered. The Crime and Disorder Act 1998 requires local authorities and others to consider crime and disorder reduction while exercising all of their duties. Crime and Disorder Reduction Partnerships are also required to invite public transport providers and operators to participate in the partnerships. Research has shown that anti-social behaviour and crime affects taxi and PHV drivers and control centre staff. It is therefore important that the personal security of these people is considered.

35. The owners and drivers of vehicles will often want to install security measures to protect the driver. Local licensing authorities may not want to insist on such measures, on the grounds that they are best left to the judgement of the owners and drivers themselves. But it is good practice for licensing authorities to look sympathetically on - or actively to encourage - their installation. They could include a screen between driver and passengers, or CCTV. Care however should be taken that security measures within the vehicle do not impede a disabled passenger's ability to communicate with the driver. In addition, licensing authorities may wish to ensure that such modifications are present when the vehicle is tested and not made after the testing stage.

36. There is extensive information on the use of CCTV, including as part of measures to reduce crime, on the Home Office website (e.g. <http://scienceandresearch.homeoffice.gov.uk/hosdb/cctv-imaging-technology/CCTV-and-imaging-publications>) and on the Information Commission's Office website ([www.ico.gov.uk](http://www.ico.gov.uk)). CCTV can be both a deterrent to would-be trouble makers and be a source of evidence in the case of disputes between drivers and passengers and other incidents. There is a variety of funding sources being used for the implementation of security measures for example, from community safety partnerships, local authorities and drivers themselves.

37. Other security measures include guidance, talks by the local police and conflict avoidance training. The Department has recently issued guidance for taxi and PHV drivers to help them improve their personal security. These can be accessed on the Department's website at: <http://www.dft.gov.uk/pgr/crime/taxiphv/>.

In order to emphasise the reciprocal aspect of the taxi/PHV service, licensing authorities might consider drawing up signs or notices which set out not only what passengers can expect from drivers, but also what drivers can expect from passengers who use their service. Annex B contains two samples which are included for illustrative purposes but local authorities are encouraged to formulate their own, in the light of local conditions and circumstances. Licensing authorities may want to encourage the taxi and PHV trades to build good links with the local police force, including participation in any Crime and Disorder Reduction Partnerships.

### **Vehicle Identification**

38. Members of the public can often confuse PHVs with taxis, failing to realise that PHVs are not available for immediate hire and that a PHV driver cannot be hailed. So it is important to distinguish between the two types of vehicle. Possible approaches might be:

- a licence condition that prohibits PHVs from displaying any identification at all apart from the local authority licence plate or disc. The licence plate is a helpful indicator of licensed status and, as such, it helps identification if licence plates are displayed on the front as well as the rear of vehicles. However, requiring some additional clearer form of identification can be seen as best practice. This is for two reasons: firstly, to ensure a more positive statement that the vehicle cannot be hired immediately through the driver; and secondly because it is quite reasonable, and in the interests of the travelling public, for a PHV operator to be able to state on the vehicle the contact details for hiring;
- a licence condition which requires a sign on the vehicle in a specified form. This will often be a sign of a specified size and shape which identifies the operator (with a telephone number for bookings) and the local licensing authority, and which also has some words such as 'pre-booked only'. This approach seems the best practice; it identifies the vehicle as private hire and helps to avoid confusion with a taxi, but also gives useful information to the public wishing to make a booking. It is good practice for vehicle identification for PHVs to include the contact details of the operator.
- Another approach, possibly in conjunction with the previous option, is a requirement for a roof-mounted, permanently illuminated sign with words such as 'pre-booked only'. But it can be argued that any roof-mounted sign, however unambiguous its words, is liable to create confusion with a taxi. So roof-mounted signs on PHVs are not seen as best practice.

### **Environmental Considerations**

39. Local licensing authorities, in discussion with those responsible for environmental health issues, will wish to consider how far their vehicle licensing policies can and should support any local environmental policies that the local authority may have adopted. This will be of particular importance in designated Air Quality Management Areas (AQMAs), Local authorities may, for example, wish to consider setting vehicle emissions standards for taxis and PHVs. However, local authorities would need to carefully and thoroughly

assess the impact of introducing such a policy; for example, the effect on the supply of taxis and PHVs in the area would be an important consideration in deciding the standards, if any, to be set. They should also bear in mind the need to ensure that the benefits of any policies outweigh the costs (in whatever form).

### **Stretched Limousines**

40. Local licensing authorities are sometimes asked to license stretched limousines as PHVs. It is suggested that local authorities should approach such requests on the basis that these vehicles – where they have fewer than nine passenger seats - have a legitimate role to play in the private hire trade, meeting a public demand. Indeed, the Department's view is that it is not a legitimate course of action for licensing authorities to adopt policies that exclude limousines as a matter of principle and that any authorities which do adopt such practices are leaving themselves open to legal challenge. A policy of excluding limousines creates an unacceptable risk to the travelling public, as it would inevitably lead to higher levels of unlawful operation. Public safety considerations are best supported by policies that allow respectable, safe operators to obtain licences on the same basis as other private hire vehicle operators. The Department has now issued guidance on the licensing arrangements for stretched limousines. This can be accessed on the Department's web-site at <http://www.dft.gov.uk/pgr/regional/taxis/stretchlimousines.pdf>.

41. The limousine guidance makes it clear that most operations are likely to fall within the PHV licensing category and not into the small bus category. VOSA will be advising limousine owners that if they intend to provide a private hire service then they should go to the local authority for PHV licences. The Department would expect licensing authorities to assess applications on their merits; and, as necessary, to be proactive in ascertaining whether any limousine operators might already be providing an unlicensed service within their district.

42. Imported stretched limousines were historically checked for compliance with regulations under the Single Vehicle Approval (SVA) inspection regime before they were registered. This is now the Individual Vehicle Approval (IVA) scheme. The IVA test verifies that the converted vehicle is built to certain safety and environmental standards. A licensing authority might wish to confirm that an imported vehicle was indeed tested by VOSA for IVA before being registered and licensed (taxed) by DVLA. This can be done either by checking the V5C (Registration Certificate) of the vehicle, which may refer to IVA under the "Special Note" section; or by writing to VOSA, Ellipse, Padley Road, Swansea, SA1 8AN, including details of the vehicle's make and model, registration number and VIN number.

43. Stretched limousines which clearly have more than 8 passenger seats should not of course be licensed as PHVs because they are outside the licensing regime for PHVs. However, under some circumstances the SVA regime accepted vehicles with space for more than 8 passengers, particularly where the precise number of passenger seats was hard to determine. In these circumstances, if the vehicle had obtained an SVA certificate, the authority should consider the case on its merits in deciding whether to license the vehicle under the strict condition that the vehicle will not be used to carry more than 8 passengers, bearing in mind that refusal may encourage illegal private hire operation.

44. Many councils are concerned that the size of limousines prevents them being tested in conventional MoT garages. If there is not a suitable MoT testing station in the area then it would be possible to test the vehicle at the local VOSA test stations. The local enforcement office may be able to advise (contact details on <http://www.vosa.gov.uk>).

## QUANTITY RESTRICTIONS OF TAXI LICENCES OUTSIDE LONDON

45. The present legal provision on quantity restrictions for taxis outside London is set out in section 16 of the Transport Act 1985. This provides that the grant of a taxi licence may be refused, for the purpose of limiting the number of licensed taxis 'if, but only if, the [local licensing authority] is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet'.

46. Local licensing authorities will be aware that, in the event of a challenge to a decision to refuse a licence, the local authority concerned would have to establish that it had, reasonably, been satisfied that there was no significant unmet demand.

47. Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered. The Department further urges that the issue to be addressed first in each reconsideration is whether the restrictions should continue at all. It is suggested that the matter should be approached in terms of the interests of the travelling public - that is to say, the people who use taxi services. What benefits or disadvantages arise for them as a result of the continuation of controls; and what benefits or disadvantages would result for the public if the controls were removed? Is there evidence that removal of the controls would result in a deterioration in the amount or quality of taxi service provision?

48. In most cases where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. This indicates that there are people who want to enter the taxi market and provide a service to the public, but who are being prevented from doing so by the quantity restrictions. This seems very hard to justify.

49. If a local authority does nonetheless take the view that a quantity restriction can be justified in principle, there remains the question of the level at which it should be set, bearing in mind the need to demonstrate that there is no significant unmet demand. This issue is usually addressed by means of a survey; it will be necessary for the local licensing authority to carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court. An interval of three years is commonly regarded as the maximum reasonable period between surveys.

50. As to the conduct of the survey, the Department's letter of 16 June 2004 set out a range of considerations. But key points are:

- **the length of time that would-be customers have to wait at ranks.** However, this alone is an inadequate indicator of demand; also taken into account should be...

- **waiting times for street hailings and for telephone bookings.** But waiting times at ranks or elsewhere do not in themselves satisfactorily resolve the question of unmet demand. It is also desirable to address...
- **latent demand,** for example people who have responded to long waiting times by not even trying to travel by taxi. This can be assessed by surveys of people who do not use taxis, perhaps using stated preference survey techniques.
- **peaked demand.** It is sometimes argued that delays associated only with peaks in demand (such as morning and evening rush hours, or pub closing times) are not 'significant' for the purpose of the Transport Act 1985. The Department does not share that view. Since the peaks in demand are by definition the most popular times for consumers to use taxis, it can be strongly argued that unmet demand at these times should not be ignored. Local authorities might wish to consider when the peaks occur and who is being disadvantaged through restrictions on provision of taxi services.
- **consultation.** As well as statistical surveys, assessment of quantity restrictions should include consultation with all those concerned, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations);
- **publication.** All the evidence gathered in a survey should be published, together with an explanation of what conclusions have been drawn from it and why. If quantity restrictions are to be continued, their benefits to consumers and the reason for the particular level at which the number is set should be set out.
- **financing of surveys.** It is not good practice for surveys to be paid for by the local taxi trade (except through general revenues from licence fees). To do so can call in question the impartiality and objectivity of the survey process.

51. Quite apart from the requirement of the 1985 Act, the Department's letter of 16 June 2004 asked all local licensing authorities that operate quantity restrictions to review their policy and justify it publicly by 31 March 2005 and at least every three years thereafter. The Department also expects the justification for any policy of quantity restrictions to be included in the Local Transport Plan process. A recommended list of questions for local authorities to address when considering quantity controls was attached to the Department's letter. (The questions are listed in Annex A to this Guidance.)

## TAXI FARES

52. Local licensing authorities have the power to set taxi fares for journeys within their area, and most do so. (There is no power to set PHV fares.) Fare scales should be designed with a view to practicality. The Department sees it as good practice to review the fare scales at regular intervals, including any graduation of the fare scale by time of day or day of the week. Authorities may wish to consider adopting a simple formula for

deciding on fare revisions as this will increase understanding and improve the transparency of the process. The Department also suggests that in reviewing fares 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 sufficient incentive to provide a service when it is needed. There may well be a case for higher fares at times of higher demand.

53. Taxi fares are a maximum, and in principle are open to downward negotiation between passenger and driver. It is not good practice to encourage such negotiations at ranks, or for on-street hailings; there would be risks of confusion and security problems. But local licensing authorities can usefully make it clear that published fares are a maximum, especially in the context of telephone bookings, where the customer benefits from competition. There is more likely to be a choice of taxi operators for telephone bookings, and there is scope for differentiation of services to the customer's advantage (for example, lower fares off-peak or for pensioners).

54. There is a case for allowing any taxi operators who wish to do so to make it clear – perhaps by advertising on the vehicle – that they charge less than the maximum fare; publicity such as '5% below the metered fare' might be an example.

## **DRIVERS**

### **Duration Of Licences**

55. It is obviously important for safety reasons that drivers should be licensed. But it is not necessarily good practice to require licences to be renewed annually. That can impose an undue burden on drivers and licensing authorities alike. Three years is the legal maximum period and is in general the best approach. One argument against 3-year licences has been that a criminal offence may be committed, and not notified, during the duration of the licence. But this can of course also be the case during the duration of a shorter licence. In relation to this, authorities will wish to note that the Home Office in April 2006 issued revised guidance for police forces on the Notifiable Occupations Scheme. Paragraphs 62-65 below provide further information about this scheme.

56. However, an annual licence may be preferred by some drivers. That may be because they have plans to move to a different job or a different area, or because they cannot easily pay the fee for a three-year licence, if it is larger than the fee for an annual one. So it can be good practice to offer drivers the choice of an annual licence or a three-year licence.

### **Acceptance of driving licences from other EU member states**

57. Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 as enacted stated that an applicant for a taxi or private hire vehicle (PHV) driver's licence must have held a full ordinary GB driving licence for at least 12 months in order to be granted a taxi or PHV driver's licence. This requirement has subsequently been amended since the 1976 Act was passed. The Driving Licences (Community Driving Licence) Regulations 1996 (SI 1996 No 1974) amended sections 51 and 59 of the 1976 Act to allow full driving licences issued by EEA states to count towards the qualification



requirements for the grant of taxi and PHV driver's licences. Since that time, a number of central and eastern European states have joined the EU and the EEA and the Department takes the view that drivers from the Accession States are eligible to acquire a taxi or PHV driver's licence under the 1976 Act if they have held an ordinary driving licence for 12 months which was issued by an acceding State (see section 99A(i) of the Road Traffic Act 1988). To complete the picture, the Deregulation (Taxis and Private Hire Vehicles) Order 1998 (SI 1998 No 1946) gave equal recognition to Northern Ireland driving licences for the purposes of taxi and PHV driver licensing under the 1976 Act (see section 109(i) of the Road Traffic Act 1988, as amended).

### **Criminal Record Checks**

58. A criminal record check is an important safety measure particularly for those working closely with children and the vulnerable. Taxi and PHV drivers can be subject to a Standard Disclosure (and for those working in "Regulated Activity" to an Enhanced Disclosure) through the Criminal Records Bureau. Both levels of Disclosure include details of spent and unspent convictions, cautions reprimands and final warnings. An Enhanced Disclosure may also include any other information held in police records that is considered relevant by the police, for example, details of minor offences, non-conviction information on the Police National Computer such as Fixed Penalty Notices and, in some cases, allegations. An Enhanced Disclosure is for those working in Regulated Activity<sup>1</sup> and the Government has produced guidance in relation to this and the new "Vetting and Barring Scheme" which is available at [www.isa.gov.org.uk/default.aspx?page=402](http://www.isa.gov.org.uk/default.aspx?page=402). [*The Department will issue further advice as the new SVG scheme develops.*]

59. In considering an individual's criminal record, local licensing authorities will want to consider each case on its merits, but they should take a particularly cautious view of any offences involving violence, and especially sexual attack. In order to achieve consistency, and thus avoid the risk of successful legal challenge, local authorities will doubtless want to have a clear policy for the consideration of criminal records, for example the number of years they will require to have elapsed since the commission of particular kinds of offences before they will grant a licence.

60. Local licensing authorities will also want to have a policy on background checks for applicants from elsewhere in the EU and other overseas countries. One approach is to require a certificate of good conduct authenticated by the relevant embassy. The Criminal Records Bureau website ([www.crb.gov.uk](http://www.crb.gov.uk)) gives information about obtaining certificates of good conduct, or similar documents, from a number of countries.

61. It would seem best practice for Criminal Records Bureau disclosures to be sought when a licence is first applied for and then every three years, even if a licence is renewed annually, provided drivers are obliged to report all new convictions and cautions to the licensing authority.

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<sup>1</sup> "Regulated Activity" is defined in The Safeguarding Vulnerable Groups Act 2006 (Miscellaneous Provisions) Regulations 2009

## **Notifiable Occupations Scheme**

62. Under this Scheme, when an individual comes to the notice of the police and identifies their occupation as a taxi or PHV driver, the police are requested to notify the appropriate local licensing authority of convictions and any other relevant information that indicates that a person poses a risk to public safety. Most notifications will be made once an individual is convicted however, if there is a sufficient risk, the police will notify the authority immediately.

63. In the absence of a national licensing body for taxi and PHV drivers, notifications are made to the local licensing authority identified on the licence or following interview. However, it is expected that all licensing authorities work together should they ascertain that an individual is operating under a different authority or with a fraudulent licence.

64. The police may occasionally notify licensing authorities of offences committed abroad by an individual however it may not be possible to provide full information.

65. The Notifiable Occupations Scheme is described in Home Office Circular 6/2006 which is available at <http://www.basingstoke.gov.uk/CommitteeDocs/Committees/Licensing/20070710/3%20yr%20licences-update%20on%20hants%20constab%20procedures%20re%20Home%20office%20circ%206;2006-%20Appendix%202.pdf>. Further information can also be obtained from the Criminal Records Team, Joint Public Protection Information Unit, Fifth Floor, Fry Building, 2 Marsham Street, London SW1P 4DF; e-mail Samuel.Wray@homeoffice.gsi.gov.uk.

## **Immigration checks**

66. The Department considers it appropriate for licensing authorities to check on an applicant's right to work before granting a taxi or PHV driver's licence. It is important to note that a Criminal Records Bureau check is not a Right to Work check and any enquires about the immigration status of an individual should be addressed to the Border and Immigration Agency. Further information can be found at [www.bia.homeoffice.gov.uk/employingmigrants](http://www.bia.homeoffice.gov.uk/employingmigrants). More generally, the Border and Immigration Agency's Employers' Helpline (0845 010 6677) can be used by licensing staff to obtain general guidance on immigration documentation, although this Helpline is not able to advise on individual cases. The authority can obtain case specific immigration status information, including whether a licensing applicant is permitted to work or details of work restrictions, from the Evidence and Enquiry Unit, Floor 12, Lunar House, Wellesley Road, Croydon CR9 2BY . Further details on the procedures involved can be obtained by contacting the Unit (020 8196 3011).

## **Medical fitness**

67. It is clearly good practice for medical checks to be made on each driver before the initial grant of a licence and thereafter for each renewal. There is general recognition that it is appropriate for taxi/PHV drivers to have more stringent medical standards than those applicable to normal car drivers because:

- they carry members of the general public who have expectations of a safe journey;
- they are on the road for longer hours than most car drivers; and
- they may have to assist disabled passengers and handle luggage.

68. It is common for licensing authorities to apply the “Group 2” medical standards – applied by DVLA to the licensing of lorry and bus drivers – to taxi and PHV drivers. This seems best practice. The Group 2 standards preclude the licensing of drivers with insulin treated diabetes. However, exceptional arrangements do exist for drivers with insulin treated diabetes, who can meet a series of medical criteria, to obtain a licence to drive category C1 vehicles (ie 3500-7500 kgs lorries); the position is summarised at Annex C to the Guidance. It is suggested that the best practice is to apply the C1 standards to taxi and PHV drivers with insulin treated diabetes.

### **Age Limits**

69. It does not seem necessary to set a maximum age limit for drivers provided that regular medical checks are made. Nor do minimum age limits, beyond the statutory periods for holding a full driver licence, seem appropriate. Applicants should be assessed on their merits.

### **Driving Proficiency**

70. Many local authorities rely on the standard car driving licence as evidence of driving proficiency. Others require some further driving test to be taken. Local authorities will want to consider carefully whether this produces benefits which are commensurate with the costs involved for would-be drivers, the costs being in terms of both money and broader obstacles to entry to the trade. However, they will note that the Driving Standards Agency provides a driving assessment specifically designed for taxis.

### **Language proficiency**

71. Authorities may also wish to consider whether an applicant would have any problems in communicating with customers because of language difficulties.

### **Other training**

72. Whilst the Department has no plans to make training courses or qualifications mandatory, there may well be advantage in encouraging drivers to obtain one of the nationally-recognised vocational qualifications for the taxi and PHV trades. These will cover customer care, including how best to meet the needs of people with disabilities. More information about these qualifications can be obtained from *GoSkills*, the Sector Skills Council for Passenger Transport. *GoSkills* is working on a project funded by the Department to raise standards in the industry and *GoSkills* whilst not a direct training provider, can guide and support licensing authorities through its regional network of Regional Managers.

73. Some licensing authorities have already established training initiatives and others are being developed; it is seen as important to do this in consultation with the local taxi and PHV trades. Training can cover customer care, including how best to meet the needs of people with disabilities and other sections of the community, and also topics such as the relevant legislation, road safety, the use of maps and GPS, the handling of emergencies, and how to defuse difficult situations and manage conflict. Training may also be considered for applicants to enable them to reach an appropriate standard of comprehension, literacy and numeracy. Authorities may wish to note that nationally recognised qualifications and training programmes sometimes have advantages over purely local arrangements (for example, in that the qualification will be more widely recognised).

Contact details are:

*GoSkills*, Concorde House, Trinity Park, Solihull, Birmingham, B37 7UQ.

Tel: 0121-635-5520

Fax: 0121-635-5521

Website: [www.goskills.org](http://www.goskills.org)

e-mail: [info@goskills.org](mailto:info@goskills.org)

74. It is also relevant to consider driver training in the context of the 2012 Olympic and Paralympic Games which will take place at a number of venues across the country. One of the key aims of the Games is to “change the experience disabled people have when using public transport during the Games and to leave a legacy of more accessible transport”. The Games provide a unique opportunity for taxi/PHV drivers to demonstrate their disability awareness training, and to ensure all passengers experience the highest quality of service.

### **Topographical Knowledge**

75. Taxi drivers need a good working knowledge of the area for which they are licensed, because taxis can be hired immediately, directly with the driver, at ranks or on the street. So most licensing authorities require would-be taxi-drivers to pass a test of local topographical knowledge as a pre-requisite to the first grant of a licence (though the stringency of the test should reflect the complexity or otherwise of the local geography, in accordance with the principle of ensuring that barriers to entry are not unnecessarily high).

76. However, PHVs are not legally available for immediate hiring in the same way as taxis. To hire a PHV the would-be passenger has to go through an operator, so the driver will have an opportunity to check the details of a route before starting a journey. So it may be unnecessarily burdensome to require a would-be PHV driver to pass the same ‘knowledge’ test as a taxi driver, though it may be thought appropriate to test candidates’ ability to read a map and their knowledge of key places such as main roads and railway stations. The Department is aware of circumstances where, as a result of the repeal of the PHV contract exemption, some people who drive children on school contracts are being deterred from continuing to do so on account of overly burdensome topographical

tests. Local authorities should bear this in mind when assessing applicants' suitability for PHV licences.

## **PHV OPERATORS**

77. The objective in licensing PHV operators is, again, the safety of the public, who will be using operators' premises and vehicles and drivers arranged through them.

### **Criminal Record Checks**

78. PHV operators (as opposed to PHV drivers) are not exceptions to the Rehabilitation of Offenders Act 1974, so Standard or Enhanced disclosures cannot be required as a condition of grant of an operator's licence. But a Basic Disclosure, which will provide details of unspent convictions only, could be seen as appropriate, after such a system has been introduced by the Criminal Records Bureau. No firm date for introduction has yet been set; however, a feasibility study has been completed; the Criminal Records Bureau is undertaking further work in this regard. Overseas applicants may be required to provide a certificate of good conduct from the relevant embassy if they have not been long in this country. Local licensing authorities may want to require a reference, covering for example the applicant's financial record, as well as the checks outlined above.

### **Record Keeping**

79. It is good practice to require operators to keep records of each booking, including the name of the passenger, the destination, the name of the driver, the number of the vehicle and any fare quoted at the time of booking. This information will enable the passenger to be traced if this becomes necessary and should improve driver security and facilitate enforcement. It is suggested that 6 months is generally appropriate as the length of time that records should be kept.

### **Insurance**

80. It is appropriate for a licensing authority to check that appropriate public liability insurance has been taken out for premises that are open to the public.

### **Licence Duration**

81. A requirement for annual licence renewal does not seem necessary or appropriate for PHV operators, whose involvement with the public is less direct than a driver (who will be alone with passengers). Indeed, a licence period of five years may well be appropriate in the average case. Although the authority may wish to offer operators the option of a licence for a shorter period if requested.

## **Repeal of the PHV contract exemption**

82. Section 53 of the Road Safety Act 2006 repealed the exemption from PHV licensing for vehicles which were used on contracts lasting not less than seven days. The change came into effect in January 2008. A similar change was introduced in respect of London in March 2008. As a result of this change, local licensing authorities are considering a range of vehicles and services in the context of PHV licensing which they had not previously licensed because of the contract exemption.

83. The Department produced a guidance note in November 2007 to assist local licensing authorities, and other stakeholders, in deciding which vehicles should be licensed in the PHV regime and which vehicles fell outside the PHV definition. The note stressed that it was a matter for local licensing authorities to make decisions in the first instance and that, ultimately, the courts were responsible for interpreting the law. However, the guidance was published as a way of assisting people who needed to consider these issues. A copy of the guidance note can be found on the Department's web-site at: <http://www.dft.gov.uk/pgr/regional/taxis/rsa06privatehirevehicles> As a result of a recent report on the impact of the repeal of the PHV contract exemption, the Department will be revising its guidance note to offer a more definite view about which vehicles should be licensed as PHVs. The report is also on the Department's web-site at: <http://www.dft.gov.uk/pgr/regional/taxis/phvcontractexemption/>.

## **ENFORCEMENT**

84. Well-directed enforcement activity by the local licensing authority benefits not only the public but also the responsible people in the taxi and PHV trades. Indeed, it could be argued that the safety of the public depends upon licensing authorities having an effective enforcement mechanism in place. This includes actively seeking out those operators who are evading the licensing system, not just licensing those who come forward seeking the appropriate licences. The resources devoted by licensing authorities to enforcement will vary according to local circumstances, including for example any difficulties with touting by unlicensed drivers and vehicles (a problem in some urban areas). Local authorities will also wish to liaise closely with the police. Multi-agency enforcement exercises (involving, for example, the Benefits Agency) have proved beneficial in some areas.

85. Local licensing authorities often use enforcement staff to check a range of licensed activities (such as market traders) as well as the taxi and PHV trades, to make the best use of staff time. But it is desirable to ensure that taxi and PHV enforcement effort is at least partly directed to the late-night period, when problems such as touting tend most often to arise. In formulating policies to deal with taxi touts, local licensing authorities might wish to be aware that the Sentencing Guidelines Council have, for the first time, included guidance about taxi touting in their latest Guidelines for Magistrates. The Guidelines, which came into effect in August 2008, can be accessed through the SGC's web-site - [www.sentencing-guidelines.gov.uk](http://www.sentencing-guidelines.gov.uk).

86. Some local licensing authorities employ taxi marshals in busy city centres where there are lots of hirings, again perhaps late at night, to help taxi drivers picking up, and would-be passengers queuing for taxis.

87. As part of enforcement, local licensing authorities will often make spot checks, which can lead to their suspending or revoking licences. They will wish to consider carefully which power should best be used for this purpose. They will note, among other things, that section 60 of the Local Government (Miscellaneous Provisions) Act 1976 provides a right of appeal for the licence-holder, whereas section 68, which is also sometimes used, does not; this can complicate any challenge by the licence-holder.

88. Section 52 of the Road Safety Act 2006 amended the Local Government (Miscellaneous Provisions) Act 1976 such that local authorities can now suspend or revoke a taxi or PHV driver's licence with immediate effect on safety grounds. It should be stressed that this power can only be used where safety is the principal reason for suspending or revoking and where the risk justifies such an approach. It is expected that in the majority of cases drivers will continue to work pending appeal and that this power will be used in one-off cases. But the key point is that the law says that the power must be used in cases which can be justified in terms of safety. The Department is not proposing to issue any specific guidance on this issue, preferring to leave it to the discretion of licensing authorities as to when the power should be used.

## **TAXI ZONES**

89. The areas of some local licensing authorities are divided into two or more zones for taxi licensing purposes. Drivers may be licensed to ply for hire in one zone only. Zones may exist for historical reasons, perhaps because of local authority boundary changes.

90. The Department recommends the abolition of zones. That is chiefly for the benefit of the travelling public. Zoning tends to diminish the supply of taxis and the scope for customer choice - for example, if fifty taxis were licensed overall by a local authority, but with only twenty five of them entitled to ply for hire in each of two zones. It can be confusing and frustrating for people wishing to hire a taxi to find that a vehicle licensed by the relevant local authority is nonetheless unable to pick them up (unless pre-booked) because they are in the wrong part of the local authority area. Abolition of zones can also reduce costs for the local authority, for example through simpler administration and enforcement. It can also promote fuel efficiency, because taxis can pick up a passenger anywhere in the local authority area, rather than having to return empty to their licensed zone after dropping a passenger in another zone.

91. It should be noted that the Government has now made a Legislative Reform Order which removed the need for the Secretary of State to approve amalgamation resolutions made by local licensing authorities. The Legislative Reform (Local Authority Consent Requirements)(England and Wales) Order 2008 came into force in October 2008. Although these resolutions no longer require the approval of the Secretary of State, the statutory procedure for making them – in paragraph 25 of schedule 14 to the Local Government Act 1972- remains the same.

## **FLEXIBLE TRANSPORT SERVICES**

92. It is possible for taxis and PHVs to provide flexible transport services in a number of different ways. Such services can play a valuable role in meeting a range of transport

needs, especially in rural areas – though potentially in many other places as well. In recent years there has been a significant increase in the provision of flexible services, due partly to the availability of Rural Bus Subsidy Grant and Rural Bus Challenge Support from the Department.

93. The Department encourages local licensing authorities, as a matter of best practice, to play their part in promoting flexible services, so as to increase the availability of transport to the travelling public. This can be done partly by drawing the possibilities to the attention of taxi and PHV trade. It also should be borne in mind that vehicles with a higher seating capacity than the vehicles typically licensed as taxis (for example those with 6, 7 or 8 passenger seats) may be used for flexible services and should be considered for licensing in this context.

94. The main legal provisions under which flexible services can be operated are:

- **Shared taxis and PHVs – advance bookings (section 11, Transport Act 1985)**: licensed taxis and PHVs can provide a service at separate fares for up to eight passengers sharing the vehicle. The operator takes the initiative to match up passengers who book in advance and agree to share the vehicle at separate fares (lower than for a single hiring). An example could be passengers being picked up at home to go to a shopping centre, or returning from the shops to their homes. The operator benefits through increased passenger loadings and total revenues.
- **Shared taxis – immediate hirings (section 10, Transport Act 1985)**: such a scheme is at the initiative of the local licensing authority, which can set up schemes whereby licensed taxis (not PHVs) can be hired at separate fares by up to eight people from ranks or other places that have been designated by the authority. (The authority is required to set up such a scheme if holders of 10% or more of the taxi licences in the area ask for one.) The passengers pay only part of the metered fare, for example in going home after a trip to the local town, and without pre-booking, but the driver receives more than the metered fare.
- **Taxibuses (section 12, Transport Act 1985)**: owners of licensed taxis can apply to the Traffic Commissioner for a ‘restricted public service vehicle (PSV) operator licence’. The taxi owner can then use the vehicle to run a bus service for up to eight passengers. The route must be registered with the Traffic Commissioner and must have at least one stopping place in the area of the local authority that licensed the taxi, though it can go beyond it. The bus service will be eligible for Bus Service Operators Grant (subject to certain conditions) and taxibuses can be used for local authority subsidised bus services. The travelling public have another transport opportunity opened for them, and taxi owners have another business opportunity. The Local Transport Act 2008 contains a provision which allows the owners of PHVs to acquire a special PSV operator licence and register a route with the traffic commissioner. A dedicated leaflet has been sent to licensing authorities to distribute to PHV owners in their area alerting them to this new provision.

95. The Department is very keen to encourage the use of these types of services. More details can be found in the Department’s publication ‘Flexible Transport Services’ which can be accessed at:

<http://www.dft.gov.uk/pgr/regional/buses/bol/flexibletransportservices>



## LOCAL TRANSPORT PLANS

96. The Transport Act 2000 as amended by the Transport Act 2008, requires local transport authorities in England outside London to produce and maintain a Local Transport Plan (LTP), having regard to any guidance issued by the Secretary of State. The latest guidance published in July 2009 will cover the next round of LTPs from 2011. LTPs set out the authority's local transport strategies and policies for transport in their area, and an implementation programme. 82 LTPs covering all of England outside London have been produced and cover the period up to 2011. From 2011 local authorities will have greater freedom to prepare their LTPs to align with wider local objectives.

97. All modes of transport including taxi and PHV services have a valuable part to play in overall transport provision, and so local licensing authorities have an input to delivering the LTPs. The key policy themes for such services could be availability and accessibility. LTPs can cover:

- quantity controls, if any, and plans for their review;
- licensing conditions, with a view to safety but also to good supply of taxi and PHV services;
- fares;
- on-street availability, especially through provision of taxi ranks;
- vehicle accessibility for people with disabilities;
- encouragement of flexible services.

## TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

### Useful questions when assessing quantity controls of taxi licences

- Have you considered the Government's view that quantity controls should be removed unless a specific case that such controls benefit the consumer can be made?

#### Questions relating to the policy of controlling numbers

- Have you recently reviewed the need for your policy of quantity controls?
- What form did the review of your policy of quantity controls take?
- Who was involved in the review?
- What decision was reached about retaining or removing quantity controls?
- Are you satisfied that your policy justifies restricting entry to the trade?
- Are you satisfied that quantity controls do not:
  - reduce the availability of taxis;
  - increase waiting times for consumers;
  - reduce choice and safety for consumers?
- What special circumstances justify retention of quantity controls?
- How does your policy benefit consumers, particularly in remote rural areas?
- How does your policy benefit the trade?
- If you have a local accessibility policy, how does this fit with restricting taxi licences?

#### Questions relating to setting the number of taxi licences

- When last did you assess unmet demand?
- How is your taxi limit assessed?
- Have you considered latent demand, ie potential consumers who would use taxis if more were available, but currently do not?
- Are you satisfied that your limit is set at the correct level?
- How does the need for adequate taxi ranks affect your policy of quantity controls?

#### Questions relating to consultation and other public transport service provision

- When consulting, have you included etc
  - all those working in the market;
  - consumer and passenger (including disabled) groups;
  - groups which represent those passengers with special needs;
  - local interest groups, eg hospitals or visitor attractions;
  - the police;
  - a wide range of transport stakeholders eg rail/bus/coach providers and traffic managers?
- Do you receive representations about taxi availability?
- What is the level of service currently available to consumers (including other public transport modes)?

## TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

***Notice for taxi passengers - what you can expect from the taxi trade and what the taxi trade can expect from you***

### **The driver will:**

- ***Drive with due care and courtesy towards the passenger and other road users.***
- ***Use the meter within the licensed area, unless the passenger has agreed to hire by time.***
- ***If using the meter, not start the meter until the passenger is seated in the vehicle.***
- ***If travelling outside the licensed area, agree the fare in advance. If no fare has been negotiated in advance for a journey going beyond the licensing area then the driver must adhere to the meter.***
- ***Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.***

### **The passenger will:**

- ***Treat the vehicle and driver with respect and obey any notices (e.g. in relation to eating in the vehicle).***
- ***Ensure they have enough money to pay the fare before travelling. If wishing to pay by credit card or to stop on route to use a cash machine, check with the driver before setting off.***
- ***Be aware of the fare on the meter and make the driver aware if it is approaching the limit of their financial resources.***
- ***Be aware that the driver is likely to be restricted by traffic regulations in relation to where s/he can stop the vehicle.***

**Notice for PHV passengers - what you can expect from the PHV trade and what the PHV trade can expect from you**

**The driver will:**

- **Ensure that the passenger has pre-booked and agrees the fare before setting off.**
- **Drive with due care and courtesy towards the passenger and other road users.**
- **Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.**

**The passenger will:**

- **Treat the vehicle and driver with respect and obey any notices (eg. in relation to eating in the vehicle).**
- **Ensure they have enough money to pay the fare before travelling. If wishing to pay by credit card or to stop on route to use a cash machine, check with the driver before setting off.**
- **Be aware that the driver is likely to be restricted by traffic regulations in relation to where s/he can stop the vehicle.**

## TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

### Assessing applicants for a taxi or PHV driver licence in accordance with C1 standard

Exceptional circumstances under which DVLA will consider granting licences for vehicles over 3.5 tonnes or with more than 8 passenger seats.

Insulin treated diabetes is a legal bar to driving these vehicles. The exceptional arrangements that were introduced in September 1998 were only in respect of drivers who were employed to drive small lorries between 3.5 tonnes and 7.5 tonnes (category C1). The arrangements mean that those with good diabetic control and who have no significant complications can be treated as "exceptional cases" and may have their application for a licence for category C1 considered. The criteria are

- To have been taking insulin for at least 4 weeks;
- Not to have suffered an episode of hypoglycaemia requiring the assistance of another person whilst driving in the last 12 months;
- To attend an examination by a hospital consultant specialising in the treatment of diabetes at intervals of not more than 12 months and to provide a report from such a consultant in support of the application which confirms a history of responsible diabetic control with a minimal risk of incapacity due to hypoglycaemia;
- To provide evidence of at least twice daily blood glucose monitoring at times when C1 vehicles are being driven (those that have not held C1 entitlement in the preceding 12 months may provide evidence of blood glucose monitoring while driving other vehicles);
- To have no other condition which would render the driver a danger when driving C1 vehicles; and
- To sign an undertaking to comply with the directions of the doctor(s) treating the diabetes and to report immediately to DVLA any significant change in condition.

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The Index of Significant Unmet Demand (ISUD) was developed in the early 1990's and is based on the following formula. The SF element was introduced in 2003 and the LDF element was introduced in 2006 to reflect the increased emphasis on latent demand in DfT Guidance.

$$\text{ISUD} = \text{APD} \times \text{PF} \times \text{GID} \times \text{SSP} \times \text{SF} \times \text{LDF}$$

Where:

APD = Average Passenger Delay calculated across the entire week in minutes.

PF = Peaking Factor. If passenger demand is highly peaked at night the factor takes the value of 0.5. If it is not peaked the value is 1. Following case law this provides dispensation for the effects of peaked demand on the ability of the Trade to meet that demand. To identify high peaking we are generally looking for demand at night (at weekends) to be substantially higher than demand at other times.

GID = General Incidence of Delay. This is measured as the proportion of passengers who travel in hours where the delay exceeds one minute.

SSP = Steady State Performance. The corollary of providing dispensation during the peaks in demand is that it is necessary to focus on performance during "normal" hours. This is measured by the proportion of hours during weekday daytimes when the market exhibits excess demand conditions (i.e. passenger queues form at ranks).

SF = Seasonality Factor. Due to the nature of these surveys it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that hackney demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal decision either way obtained in an "untypical" month will be reversed. This factor takes a value of 1 for surveys conducted in September to November and March to June, i.e. "typical" months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand the absence of contract work will bias the results in favour of the hackney trade, and a value of 0.8 for surveys conducted in December during the pre Christmas rush of activity. Generally, surveys in these atypical months, and in school holidays, should be avoided.

LDF = Latent Demand Factor. This is derived from the public attitude survey results and provides a measure of the proportion of the public who have given up trying to obtain a hackney carriage at either a rank or by flag down during the previous three months. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a tactical response to the latest DfT guidance.

The product of these six measures provides an index value. The index is exponential and values above the 80 mark have been found to indicate significant unmet demand.

This benchmark was defined by applying the factor to the 25 or so studies that had been conducted at the point it was developed. These earlier studies had used the same principles but in a less structured manner. The highest ISUD value for a study where a conclusion of no significant unmet demand had been found was 72. The threshold was therefore set at 80.



## CAMBRIDGE CITY COUNCIL

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REPORT OF: Head of Refuse & Environment

TO: Licensing Committee

26/1/2015

WARDS: All

### **MEDICAL EXAMINATIONS FOR TAXI DRIVERS**

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#### **1 INTRODUCTION**

- 1.1 As part of the checks which the City Council undertakes to ensure that drivers of Hackney Carriages and Private Hire Vehicles are fit and proper people to be licensed, they must, from time to time, pass a medical examination.
- 1.2 On 27 January 2014, Members agreed that officers consult with the taxi trade and the representatives of general practitioners on an alternative arrangement to that currently in place.
- 1.3 Members also agreed that officers report back to Licensing Committee the results of the consultation, to enable a decision to be taken as to the future policy and process for Medical Examinations for Taxi Drivers.
- 1.4 This report outlines the present arrangements for the undertaking of medical examinations and proposes an alternative arrangement.

#### **2. RECOMMENDATIONS**

- 2.1 Members are asked to approve the following arrangement in determining the medical fitness of hackney carriage, private hire and dual drivers:
  - a. To maintain a Council approved list of medical practitioners, to undertake certification of drivers fitness in accordance with the Group II standards for C1 vehicles and also
  - b. To allow the drivers' GPs, to undertake certification of drivers fitness in accordance with the Group II standards for C1 vehicles with effect from 1st April 2015.

### 3. BACKGROUND

- 3.1 A medical assessment is required for all new Private Hire, Hackney Carriage and Dual Driver applicants (unless they hold a current HGV or PSV licence in which case if a driver holds one of these licences it will not be necessary for them to have a further medical, provided they have the Class 2 Provisional Medical entitlement placed onto their DVLA Licence) and thereafter at the age of 45.
- 3.2 Once a licensed driver has reached the age of 45 the medical assessment must be renewed five-yearly and, at the age of 65, it will last for one year and be required annually thereafter.
- 3.3 If a driver is diagnosed with a medical condition which may affect his or her driving ability at any time, the Council may require either more frequent medical checks and/ or supporting evidence from medical specialists or consultants.
- 3.4 The Council requires that all drivers must meet the Group II medical standards for Category C1 vehicles as set out by the Driver & Vehicle Licensing Agency
- 3.5 Currently the Council has one designated medical practitioner which has been approved to undertake the medical assessments. In January 2014 Members of Cambridge City Council Licensing Committee agreed that consultation with relevant organisations be carried out to ascertain whether or not it would be more efficient to require certification of fitness to be undertaken by the individual driver's GP, who has immediate access to their medical records.
- 3.6 After discussion with and following advice from the Local Medical Committee, the possibility of drivers using their own GP for the medical assessment could be an alternative but not obligatory.
- 3.7 From 3 to 23 November 2014, consultation took place with the Taxi Trade and also NHS Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) to seek views and suggestions on the proposal to widen the range of service for drivers. The CCG circulated the document to its members early in November. The consultation documents can be found at Appendix A.
- 3.8 Four responses were received and these are summarised in Appendix B
- 3.9 Following the consultation, it is proposed that along with the already nominated approved medical practitioner, the Council allows drivers the option of using their own GP (if they are familiar with the Group II Medical Standards). This would provide more flexibility and, potentially, a more robust service.

3.10 In line with the process change, it would be necessary for GPs to be fully aware of the standards which the Council requires and for a common form of certification to be adopted and introduced. The proposed assessment form and certificate can be found at Appendix C.

3.11 Discussions have been taking place with local medical practices, with a view to designating additional practitioners on the approved list to undertake examinations where GPs are not able to do so, as a means of broadening the availability of tests for drivers.

#### 4. **CONSULTATIONS**

4.1 As consultation has already taken place, as mentioned in 3.7, no further consultation is required.

#### 5. **OPTIONS**

5.1 Retain the existing arrangement of using only the medical practitioner on the Council's approved list, to undertake certification of drivers' fitness, in accordance with the Group II standards for C1 vehicles.

5.2 To maintain a Council approved list of medical practitioners, to undertake certification of drivers' fitness in accordance with the Group II standards for C1 vehicles and also allow the drivers' GPs to undertake certification of drivers' fitness in accordance with the Group II standards for C1 vehicles, with the new arrangement coming into effect on 1<sup>st</sup> April 2015.

#### 6. **CONCLUSIONS**

6.1 The priority for the Licensing Authority, is to ensure that drivers licensed by it as hackney carriage and / or private hire drivers are medically fit to do so, having regard to the standards laid down for Group II standard for C1 vehicles.

6.2 Members should consider whether the current procedure should be changed to assist in delivering this objective.

#### 7. **IMPLICATIONS**

##### (a) **Financial Implications**

None for the Council, but potential for a wider variation in charges as between different GP practices to be paid by the driver, if a change is made.

(b) **Staffing Implications**  
There should be no significant staffing implications

(c) **Equality and Poverty Implications**

Nil

(d) **Environmental Implications**

Nil

(e) **Consultation and communication**

Nil

**BACKGROUND PAPERS:** The following are the background papers that were used in the preparation of this report:

DVLA Guide to the current Medical Standards of Fitness to Drive

To inspect these documents contact Robert Osbourn on extension 7894

The author and contact officer for queries on the report is Robert Osbourn on extension 7894.

Date originated: 13 January 2015

Date of last revision: 13 January 2015

## Appendix A



# CONSULTATION DOCUMENT

## Group II Medical Assessments for Hackney Carriage and Private Hire Vehicle Drivers

October 2014

Licensing & Enforcement  
Cambridge City Council  
PO Box 700  
Cambridge  
CB1 0JH

Tel: 01223 457888  
Email: [licensing@cambridge.gov.uk](mailto:licensing@cambridge.gov.uk)

## **1. INTRODUCTION**

1.1 As the Licensing Authority, Cambridge City Council (the Council) is committed to providing the city with a top quality Private Hire and Hackney Carriage service for its residents and visitors alike.

1.2 The process for obtaining a driver's licence is therefore targeted at various aspects to ensure that the Council can be satisfied that an individual is a 'fit and proper' person to hold such a licence.

## **2. BACKGROUND**

2.1 A medical assessment is required for all new Private Hire, Hackney Carriage and Dual Driver applicants (unless they hold a current HGV or PSV licence in which case if a driver holds one of these licences it will not be necessary for them to have a further medical, provided they have the Class 2 Provisional Medical entitlement placed onto their DVLA Licence) and thereafter at the age of 45.

2.2 Once a licensed driver has reached the age of 45 the medical assessment must be renewed five-yearly and, at the age of 65, it will last for one year and be required annually thereafter.

2.3 If a driver is diagnosed with a medical condition which may affect his or her driving ability at any time, the Council may require either more frequent medical checks and/ or supporting evidence from medical specialists or consultants.

2.4 The Council requires that all drivers must meet the Group II medical standards for Category C1 vehicles as set out by the Driver & Vehicle Licensing Agency (DVLA):

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/351444/aagv1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/351444/aagv1.pdf)

2.5 New and licenced drivers must arrange an examination with one of the two medical practitioners approved by the Council to undertake medical assessments.

2.6 It is the applicant's responsibility to pay all of the expenses that they incur in satisfying the medical criteria, which may include the cost of undertaking an exercise or other form of test to ascertain fitness to drive.

2.7 Currently the Council has two designated medical practitioners which have been approved to undertake the medical assessments. In January 2014 Members of Cambridge City Council Licensing Committee agreed that consultation with relevant organisations be carried out to ascertain whether or not it would be more efficient to require certification of fitness to be undertaken by the individual driver's GP.

2.8 After discussion with and following advice from the Local Medical Committee, the possibility of drivers using their own GP for the medical assessment could be an alternative but not obligatory.

2.9 It is therefore proposed that the Council seek to consult on the potential to increase the number of designated medical practitioners (in addition to the already nominated two) in order to provide a wider range of service for drivers and also to offer drivers the option of using their own GP (if they are familiar with the Group II Medical Standards).

### 3. SPECIFICATION OF REQUIREMENTS

#### 3.1 Objectives

The primary objective is that a wider range of designated practitioners are able to undertake the medical examination assessments for new and existing Hackney, Private Hire and Dual Drivers.

#### 3.2 Detailed Requirements

It would be necessary for the GP's undertaking the assessments to be fully aware of the standards which the Council requires and for a common form of assessment and certification to be adopted and introduced.

Following the consultation, a report will be presented back to Licensing Committee in January with the outcome of the consultation, recommendations for Members and an agreed action plan where appropriate.

#### 3.3 Programme

Action	Target Date	By
Preparation of service specification and consultation paper	By 24 October 2014	Cambridge City Council
Development of form of certification for Group II Medical Assessments.	By 24 October 2014	Cambridge City Council
Consultation with GP's via Gateway system.	3 November – 23 November 2014	Cambridge City Council/ LMC
Consultation with Trade on tabled options	3 November – 23 November 2014	Cambridge City Council
Collation of results	By 10 January 2015	Cambridge City Council
Preparation of Committee Report	By 14 January 2015	Cambridge City Council
Report to Licensing Committee with findings from Consultation and recommendations.	26 January 2015	Cambridge City Council

### 3.4 Other Requirements

The main objective for the Council, as the Licensing Authority is to ensure that drivers licensed by it are medically fit to do so and consideration must be given whether to retain the existing arrangement or to expand the number of approved practitioners in order that the objective is delivered.

### 3.5 Term

It is anticipated that any changes to the current system in place would take effect from April 2015.

## 4. BUDGET

4.1 It would be up to the individual practices to set and collect the appropriate fees in order to carry out the Group II Medical Assessment.

4.2 It is the responsibility of the driver to pay all of the expenses which are incurred in undergoing a Group II Medical Assessment in order to ascertain fitness to drive.

## 5. CONSULTATION & INVITATION

5.1 You are invited to:

- i) Comment on whether to retain the existing arrangement;
- ii) Comment on whether to expand the number of approved practitioners and allow individuals to use their own GP For Group II Medicals;
- iii) Comment on the proposed medical assessment form and certificate.

Any comments or expressions of interest can be submitted to:

Cambridge City Council Licensing & Enforcement Team

PO Box 700

Cambridge

CB1 0JH

Tel: 01223 457876

Email: [licensing@cambridge.gov.uk](mailto:licensing@cambridge.gov.uk)



The closing date for the consultation is 23 November 2014.

## **6. PROVIDER AND SERVICE MANAGER DETAILS**

6.1 Any queries relating to the service specification can be directed to:

Yvonne O'Donnell  
Environmental Health Manager  
Cambridge City Council

Tel: 01223 457951

Email: [Yvonne.odonnell@cambridge.gov.uk](mailto:Yvonne.odonnell@cambridge.gov.uk)

Robert Osbourn  
Licensing & Enforcement Manager  
Cambridge City Council

Tel: 01223 457894

Email: [Robert.osbourn@cambridge.gov.uk](mailto:Robert.osbourn@cambridge.gov.uk)

## **7. ENCLOSURES**

7.1 The current version of Cambridge City Council Hackney Carriage, Private Hire and Dual Driver Group II Medicals Procedure with the Medical Certificate Document as Appendix A.

7.2 The proposed Medical Assessment Form and Certificate.

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## Appendix B

### Summary of consultation responses

Responder	Response
Councillor	“I raised this in Council and I believe it’s an excellent idea which I fully support. Taxi drivers should undergo medical examination to protect the public. I was driven back from Heathrow by a taxi driver who was telling me that he just had a heart attack a week before. I did not feel very safe been driven by that person”.
Taxi operator	For us this is quite simple. We are in favour of there being an expanded amount of surgeries/doctors on the approved list, and we in favour of drivers being able to use their own registered doctors. We believe this will make things easier for drivers by being able to obtain convenient appointments and that the extra price ‘competitiveness’ that occurs may make things more financially viable for drivers/some drivers. We have reviewed the proposed medical form and think it is both reasonable and acceptable to help maintain standards”.
Driver	<p>1) Of <i>all</i> the currently local practicing general practitioners (both City and County based), none are aware of my previous or current health status better than my personal Doctor.</p> <p>(2) The Doctor that carries out my Taxi Drivers medical does so very infrequently and I am virtually a complete stranger to him , alternatively my own Doctor has known me over many years and gets to see me far more often , therefore being much more qualified to make an assessment of my current general health and fitness to drive.</p> <p>(3) There is little freedom of choice given here by the City Council / Licensing Department , why should a monopoly be encouraged by the council allowing the use of only a few City based Doctors who can set the charges/cost for the examination to whatever they like ? Charges for the examination appear to vary greatly, my own Doctors Practice who currently is not allowed to examine me, charges far less than any from the limited choice I am currently obliged to use.</p> <p>(4) No doubt the medical criteria / examination methods used in the Taxi Driver Medical are universal, therefor the examination outcome/result will be the same where ever completed</p>
Driver	“I think that you should expand the number of approved practitioners and allow individuals to use their own GP”.

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# Medical Assessment Report Form

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976



## Information Notes

It is a requirement under section 57 of the Local Government (Miscellaneous Provisions) Act 1976 to provide a Medical Assessment Report to state that you are physically fit to drive a Hackney Carriage or Private Hire vehicle.

This form is to be completed by a Cambridge City Council approved Practitioner and is for the strict confidential use of the Licensing Authority (Cambridge City Council).

Any fee charged for the medical assessment is payable by the applicant.

A medical assessment is required for:

- All new Private Hire, Hackney Carriage and Dual Driver applicants (unless they hold a current HGV or PSV licence, in which case it will not be necessary for these applicants to have a further medical providing that they have the Class 2 Provisional Medical entitlement placed on to their DVLA Licence.
- All licensed drivers at the age of 45, and every five years thereafter.
- All licensed drivers at the age of 65, and annually thereafter.
- Any licensed driver who is diagnosed with a medical condition which may affect his/ her driving ability at any time where the Council, GP or Designated Medical Practitioner requires a more frequent check than prescribed above.

**Cambridge City Council will NOT accept a medical assessment certificate if it is more than 1 month old.**

**Please complete in BLOCK CAPITALS AND BLACK INK.**

## 1. APPLICANT DETAILS

**TITLE** (✓ as appropriate): Mr  Mrs  Miss  Ms  Other (please state):

**FORENAMES:**

**SURNAME:**

**CURRENT ADDRESS:**

**POST CODE:**

**CONTACT NUMBER:**

**DATE OF BIRTH:**

**AGE:**

**2. APPLICANT CONSENT AND DECLARATION** (please read the following carefully before signing and dating the declaration)

I authorise my General Practitioner(s) and, where appropriate, Specialist(s) to release medical information relating to myself and any pertinent conditions together with any other relevant information relating to my fitness to drive, to the Licensing & Enforcement Team of Cambridge City Council for the purpose of the Council (by its Authorised Officers and/ or Members) of assessing my fitness to drive a Hackney Carriage and/ or Private Hire Vehicle licensed by the Council.

I declare that to the best of my knowledge and belief all information given by me to the approved medical practitioner in connection with the assessment and completion of the DVLA Group II medical assessment report form are true.

Signed: \_\_\_\_\_ Dated: □□ / □□ / □□□□

**THE FOLLOWING SECTIONS BELOW ARE FOR COMPLETION BY THE APPROVED MEDICAL PRACTITIONER COMPLETING THE MEDICAL ASSESSMENT.**

**3a. Is the applicant a registered patient of the surgery/ medical centre at which you practice as a registered medical practitioner?**

YES

NO

**3b. Have you reviewed the above applicant's medical records?**

YES

NO

If reviewing a print out of the medical records, please give the date of the printout:

**ASSESSMENT**

A	VISION ASSESSMENT (*please refer to guidance notes at the end of this document)
	The visual acuity, as measured by the 6 metre Snellen chart must be at least 6/7.5 (decimal Snellen equivalent 0.8) in the better eye and at least Snellen 6/60 (decimal Snellen equivalent 0.1) in the other eye.  Corrective lenses may be worn to achieve this standard. A LogMAR reading is acceptable (corrective lenses may be worn).
1.	Please confirm (✓ as appropriate) the scale you are using to express the driver's visual acuities: <b>Snellen</b> <input type="checkbox"/> <b>Snellen expressed as a decimal</b> <input type="checkbox"/> <b>LogMAR</b> <input type="checkbox"/>
2.	Please state the visual acuity of each eye:
	Uncorrected  LEFT: RIGHT:
	Corrected (using the prescription worn for driving):  LEFT: RIGHT

3.	Please give the best binocular acuity with corrective lenses if worn for driving
4.	<p>If glasses were worn, was the distance spectacle prescription if either lens used of a corrective power greater than plus 8 (+8) dioptries?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
5.	<p>If correction is worn for driving, is it well tolerated?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
6.	<p>a) Is there a history of any medical condition that may affect the applicant's binocular field of vision (central and/ or peripheral)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>b) Correction well tolerated?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
7.	Please state the visual acuity of each eye:
	<p>Uncorrected</p> <p>LEFT:</p> <p>RIGHT:</p>
	<p>Corrected (using the prescription worn for driving):</p> <p>LEFT:</p> <p>RIGHT:</p>
8.	<p>Is there a defect in the patient's binocular field of vision (central and/ or peripheral)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
9.	<p>Is there a diplopia (controlled or uncontrolled)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
10.	<p>Does the patient have any other ophthalmic condition?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<p><b>If YES to questions 4, 5 or 6 please give details in Section N.</b></p>	
11	<p><b>In relation to Section A does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

<b>B</b>	<b>NERVOUS SYSTEM</b>
1	<p>Has the patient had any form of epileptic attack?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If yes, please complete questions a-f below:</b></p>
a)	<p>Has the patient had more than one attack?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
b)	<p>Please detail the date of the 1<sup>st</sup> attack:</p> <p>Please detail the date of the 2<sup>nd</sup> attack:</p>
c)	<p>Is the patient currently on any anti-epilepsy medication?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give details of the current medication:</p>
d)	<p>If treated, please give the date when the treatment ended:</p>
e)	<p>Has the patient had a brain scan?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give dates and state whether an MRI scan or CT scan:</p>
f)	<p>Has the patient had an EEG?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide the date and details:</p>
2	<p>Is there a history of blackout or impaired consciousness within the last five years?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If YES please give details in Section N.</b></p>
3	<p>Is there a history of, or evidence of, a stroke or TIA?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give the date and details:</p> <p>Has there been a full recovery?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>



<p><b>4</b></p>	<p>Has there been a history of, or evidence of, sudden and disabling dizziness or vertigo within the last one year with a liability to recur?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give dates and details:</p>
<p><b>5</b></p>	<p>Has there been a history of, or evidence of, a subarachnoid haemorrhage?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give dates and details:</p>
<p><b>6</b></p>	<p>Has there been a history of, or evidence of, serious head injury within the last 10 years?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give dates and details:</p>
<p><b>7</b></p>	<p>Has there been a history of, or evidence of, a brain tumour (benign or malignant, primary or secondary)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give dates and details:</p>
<p><b>8</b></p>	<p>Has there been a history of, or evidence of other brain surgery or abnormality?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give dates and details:</p>
<p><b>9</b></p>	<p>Has there been a history of, or evidence of, any chronic neurological disorders e.g. Parkinson's disease, Multiple Sclerosis?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give dates and details:</p>
<p><b>10</b></p>	<p><b>In relation to Section B does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

C	DIABETES MELLITUS	
1	Does the patient have diabetes mellitus? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
<b>If yes, please complete the questions below:</b>		
2	Is the diabetes managed by Insulin? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
If yes, please give the date the patient started on Insulin:		
3	Is the diabetes managed by Exenatide/ Byetta? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
4	Is the diabetes managed by oral hypoglycaemic agents and diet? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
If yes, please provide details of medication:		
5	Is the diabetes managed by diet only? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
6	Is there evidence of loss of visual field? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
7	Is there evidence of severe peripheral neuropathy, sufficient to impair limb function for safe driving? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
8	Is there evidence of diminished/ absent awareness or hypoglycaemia? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
9	Has there been any laser treatment for retinopathy? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
if yes, please give date(s) of treatment:		
10	Is there a history of hypoglycaemia during waking hours in the last 12 months requiring assistance? <b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
<b>If YES to questions 6 - 10 please give details in Section N.</b>		
11	<b>In relation to Section C does the applicant meet the DVLA Group II Medical Conditions?</b>  <b>YES</b> <input type="checkbox"/>	
<b>If no, please indicate reasons why:</b>		

D	PSYCHIATRIC ILLNESS
1	Is there a history of, or evidence of, a significant psychiatric disorder within the past 6 months? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
2	Is there a history of, or evidence of, a psychotic illness within the past 3 years, including psychotic depression? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
3	Is there a history of, or evidence of, dementia or cognitive impairment? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
4	Is there a history of, or evidence of, persistent alcohol misuse in the past 12 months? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
5	Is there a history of, or evidence of, alcohol dependency in the past 3 years? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
6	Is there a history of, or evidence of, persistent drug misuse in the past 12 months? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
7	Is there a history of, or evidence of, drug dependency in the past 3 years? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
<b>If YES to questions 1 - 7 please give details of date(s), prognosis, period of stability and details of medication, dosage and any side effects in Section N. If the patient remains under specialist clinic(s) please give details in Section N.</b>	
8	<b>In relation to Section D does the applicant meet the DVLA Group II Medical Conditions?</b>  <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  <b>If no, please indicate reasons why:</b>

E	CARDIAC
1	Is there a history of, or evidence of, coronary artery disease? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
2	Is there a history of, or evidence of, any acute coronary syndromes, including myocardial infarction? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  If yes, please give dates:
3	Is there a history of, or evidence of, coronary artery bypass graft surgery? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  If yes, please give dates:

<b>4</b>	<p>Is there a history of, or evidence of, coronary angioplasty?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give the date of the most recent intervention:</p>
<b>5</b>	<p>Has the patient suffered from Angina?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide date of last attack:</p>
<b>If YES to questions 1 - 5 please give details in Section N.</b>	
<b>6</b>	<p><b>In relation to Section E does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

<b>F</b>	<b>CARDIAC ARRHYTHMIA</b>
<b>1</b>	<p>Is there a history of, or evidence of, cardiac arrhythmia?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>2</b>	<p>Has there been a significant disturbance of cardiac rhythm? i.e sinoatrial disease, significant atrio-ventricular conduction defect, atrial flutter/ fibrillation, narrow or broad complex tachycardia in the last 5 years?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>3</b>	<p>Has the arrhythmia been controlled satisfactorily for at least 3 months?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>4</b>	<p>Has an ICD or biventricular pacemaker been implanted?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>5</b>	<p>Has a pacemaker been implanted?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give the date:</p> <p>Is the patient free of symptoms that caused the device to be fitted?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Does the patient attend a pacemaker clinic regularly?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>If YES to questions 1 - 5 please give details in Section N.</b>	

<b>6</b>	<p><b>In relation to Section F does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>
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<b>G</b>	<b>PERIPHERAL ARTERIAL DISEASE (EXCLUDING BUERGER'S DISEASE) AORTIC ANEURYSM/ DISSECTION</b>
<b>1</b>	<p>Is there a history of, or evidence of, Peripheral arterial disease (excluding Buerger's Disease)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>2</b>	<p>Does the patient have claudication?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give details as to how long in minutes the patient can walk at a brisk pace before being symptom limited:</p>
<b>3</b>	<p>Is there history of an aortic aneurysm?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Site of aneurysm:</p> <p><b>Thoracic</b> <input type="checkbox"/> <span style="float: right;"><b>Abdominal</b> <input type="checkbox"/></span></p> <p>Has it been repaired successfully?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Is the transverse diameter currently &gt;5.5cms?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If no, please provide the latest measurement:</p> <p>Date obtained:</p> <p>Has dissection of the aorta repaired successfully?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please provide details:</p>
	<p><b>If YES to questions 1 – 3 please give details in Section N.</b></p>

<b>4</b>	<p><b>In relation to Section G does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>
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<b>H</b>	<b>VALVULAR/ CONGENITAL HEART DISEASE</b>
<b>1</b>	<p>Is there a history of, or evidence of, valvular/ congenital heart disease?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>2</b>	<p>Is there a history of congenital heart disorder?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>3</b>	<p>Is there a history of heart valve disease?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>4</b>	<p>Is there a history of embolism (not pulmonary embolism)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>5</b>	<p>Does the patient currently have significant symptoms?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>6</b>	<p>Has there been any progression since the last licence application?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
	<p><b>If YES to questions 1 – 6 please give details in Section N.</b></p>
<b>7</b>	<p><b>In relation to Section H does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

<b>I CARDIAC OTHER</b>	
<b>1</b>	Does the patient have a history of, or evidence of, heart failure? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
<b>2</b>	Does the patient have a history of, or evidence of, established cardiomyopathy? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
<b>3</b>	Does the patient have a history of, or evidence of, a heart or heart/lung transplant? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
If YES to questions 1 – 3 please give details in Section N.	
<b>4</b>	In relation to Section I does the applicant meet the DVLA Group II Medical Conditions? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  If no, please indicate reasons why:

<b>J CARDIAC INVESTIGATIONS</b>	
<b>1</b>	Has a resting ECG been undertaken? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  If yes, does it show:  Pathological Q Waves <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  Left bundle branch block <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  Right bundle branch block <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>
<b>2</b>	Has the exercise ECG been undertaken (or planned)? <b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span>  If yes, please provide date:

3	<p>Has an echocardiogram been undertaken (or planned)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide date:</p> <p>If undertaken, is/ was the left ventricular ejection fraction greater than, or equal to 40%?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
4	<p>Has a coronary angiogram been undertaken (or planned)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide date:</p>
5	<p>Has a 24 hour ECG tape been undertaken (or planned)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide date:</p>
6	<p>Has a Myocardial Perfusion Scan or Stress Echo study been undertaken (or planned)?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide date:</p>
<p><b>If YES to questions 2 - 6 please give details in Section N.</b></p>	
7	<p><b>In relation to Section J does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

<b>K</b>	<b>BLOOD PRESSURE</b>
1	<p>Is today's best systolic pressure reading 180mm Hg or more?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give reading:</p>



<b>2</b>	<p>Is today's best diastolic pressure reading 100mm Hg or more?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>Please give reading:</p>
<b>3</b>	<p>Is the patient on anti-hypertensive treatment?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide three previous readings with dates if available:</p> <p>1. Reading = _____ Date: _____</p> <p>2. Reading = _____ Date: _____</p> <p>3. Reading = _____ Date: _____</p>
<b>4</b>	<p><b>In relation to Section K does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

<b>L</b>	<b>GENERAL</b>
<b>1</b>	<p>Is there currently a disability of the spine or limbs likely to impair control of the vehicle?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>2</b>	<p>Is there a history of bronchogenic carcinoma or other malignant tumour, for example, malignant melanoma, with a significant liability to metastasise cerebrally?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give dates and diagnosis and state whether there is current evidence of dissemination:</p>
<b>3</b>	<p>Is there any evidence the patient has cancer that causes fatigue or cachexia that affects safe driving?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
<b>4</b>	<p>Is the patient profoundly deaf?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, is the patient able to communicate in the event of an emergency by speech or by using a device?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>

5	<p>Is there a history of either renal or hepatic failure?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
6	<p>Is there a history of, or evidence of sleep apnoea syndrome?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide details:</p> <p>Date of diagnosis:</p> <p>Is it controlled successfully?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please state treatment:</p> <p>Please state period of control:</p> <p>Please provide neck circumference:</p> <p>Please provide girth measurement in cms:</p> <p>Date last seen by consultant:</p>
7	<p>Does the patient suffer from narcolepsy/ cataplexy?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
8	<p>Is there any other medical condition causing daytime sleepiness?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide details:</p> <p>Date of diagnosis:</p> <p>Is it controlled successfully?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please state treatment:</p> <p>Please state period of control:</p> <p>Date last seen by consultant:</p>
9	<p>Does the patient have severe symptomatic respiratory disease causing chronic hypoxia?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p>
10	<p>Does any medication currently taken cause the patient side effects that could affect safe driving?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide details:</p>

<b>11</b>	<p>Does the patient have any other medical condition that could affect safe driving?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please provide details:</p>
<b>12</b>	<p><b>In relation to Section L does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

<b>M</b>	<b>ALCOHOL AND/ OR DRUG MISUSE</b>
<b>1</b>	<p>Does the patient show any evidence of being addicted to the excessive use of alcohol?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give details:</p>
<b>2</b>	<p>Does the patient show any evidence of being addicted to the excessive use of alcohol?</p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p>If yes, please give details:</p>
	<p><b>If YES to questions 1 - 2 please give details in Section N.</b></p>
<b>3</b>	<p><b>In relation to Section M does the applicant meet the DVLA Group II Medical Conditions?</b></p> <p><b>YES</b> <input type="checkbox"/> <span style="float: right;"><b>NO</b> <input type="checkbox"/></span></p> <p><b>If no, please indicate reasons why:</b></p>

**N**

**ADDITIONAL INFORMATION**

# GUIDANCE NOTE

## Confirming identity

Please ensure that you confirm the applicant's identity before examination.

## Examining the applicant

- You must examine the applicant fully and complete all sections of the medical assessment.
- Please obtain details of the applicant's medical history when you complete the report.
- Any amendments must be dated and signed.
- Details of any medical condition not mentioned on the form must be included in section N.

## Vision assessment

As the visual standards require a higher level of response from doctors, we advise GPs to refer patients requesting certification to optometrists for the vision section of the assessment, unless the patient has either 6/6 vision uncorrected or 6/6 vision corrected and with recent evidence of prescription strength."

Only complete the vision assessment if you are able to fully and accurately complete all the questions. If you are unable to do this you must advise the applicant of this and the need for them to arrange to have this part of the assessment completed by an optician or optometrist.

- **You must be able to confirm the strength of glasses (dioptries) from a prescription.**
- **You must be able to measure the applicant's visual acuity to at least 6/7.5 (decimal 0.8) of a Snellen chart** (you may need to purchase a new Snellen Chart in order to do this).
- You must convert any 3 metre readings to the 6 metre equivalent.
- You must confirm which measurement scale has been used on the D4 medical examination report.
- We will also accept the LogMAR equivalent.
- We cannot accept a Snellen reading shown with a plus(+) or minus(-) e.g. 6/6-2 or 6/9+3.
- We have advised the applicant that if they wear glasses to meet the required eyesight standard for driving they must bring their current prescription to the assessment.
- **If an applicant does not need glasses for driving or they use contact lenses or if they have a minus (-) dioptre prescription, question 5 of the vision assessment can be answered "No".**
- Both examinations must have taken place and have been signed and dated by the doctor and optician/optometrist no more than 4 months before the date the application is received by DVLA.
- The eyesight examination must be undertaken using the correction currently worn for driving. However, if the prescription has not changed and the acuity standards can be met, the prescription does not need to have been dated within the last 4 months.

## DECLARATION AND CERTIFICATION OF FITNESS TO DRIVE

I certify that I am familiar with the current requirements of Group II Medical Standards applied by the DVLA in the current version of 'Medical Standards of Fitness to Drive'.

I certify that I have reviewed the applicant's medical records and that in my opinion nothing therein contradicts or tends to contradict the information given to me by the applicant.

I certify that I have today undertaken a medical examination of the applicant for the purpose of assessing their fitness to act as a driver of a Hackney Carriage or Private Hire Vehicle under the DVLA Group II Medical Standards.

I certify that the applicant is (✓ as appropriate):

**FIT**

**UNFIT**

to act as the driver of a Hackney Carriage or Private Hire Vehicle.

**DOCTOR'S NAME:**

**SURGERY NAME & ADDRESS:**

**SIGNED:**

**DATE:**

**SURGERY STAMP:**

## CAMBRIDGE CITY COUNCIL

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REPORT OF: Head of Refuse & Environment

TO: Licensing Committee

26/1/2015

WARDS: All

### **ANNUAL REVIEW OF LICENSING FEES AND CHARGES - 2015/16**

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#### **1. INTRODUCTION**

1.1 The City Council is responsible for processing and issuing licences for a wide range of activities. This report sets out the fees and charges for licences and associated items, which it is proposed should be made with effect from 1<sup>st</sup> April 2015. The approved charges will be submitted to full Council to note on 26<sup>th</sup> February 2015.

#### **2. RECOMMENDATION**

2.1 Members are asked to approve the level of fees and charges with effect from the 1<sup>st</sup> April 2015, as set out in Appendix A of this report, and to request officers to communicate the charges to the trade and public.

#### **3. BACKGROUND**

3.1 The Council is required to review the charges which it makes for licences and other associated items, from time to time. Council policy is that an annual review will be undertaken.

3.2 The Council must seek to recover the costs associated with processing applications for licences and the administration and monitoring of compliance with conditions. However, it is not permitted to make a surplus nor to subsidise licence holders. The fees charged should be capable of withstanding legal challenge, should the need arise.

- 3.3 The cost to the Council of this work is regularly checked and real time costs have replaced estimates in compiling the figures. Where it is possible to reduce costs by use of more efficient working this is reflected in the charges made.
- 3.4 The proposed charges for 2015/16, together with the fees currently being charged, are set out in Appendix A.
- 3.5 Where changes to fees are indicated, these have been made with specific reference to the costs involved in the work required, rather than on the basis of a standardised approach.
- 3.5 Fees for licences for animal businesses have been increased to take account of the need to recover the essential costs associated with veterinary inspection and reporting. The charge for Home Boarding was reviewed and reduced by Committee during the course of the year.
- 3.6 Fees for Hackney Carriage licences have been increased to take into account the costs associated with undertaking the periodic required surveys of unmet demand, which are related to the Council's policy on the limitation or otherwise of the number of licensed hackney carriage vehicles.
- 3.7 Fees for renewals of Hackney Carriage and Private Hire Vehicle licences now reflect the costs of business support administration of garage tests, which were not included previously.
- 3.8 Fees for licences issued under the Licensing Act 2003 for premises and personal licences are currently fixed by the Government and are included in Appendix A for information only.
- 3.9 Permit fees under the Gambling Act 2005 are set by the Government and the Licensing Authority has no discretion. However, premises licence fees are set subject to the maxima laid down by the Department of Culture, Media and Sport and delegated to officers to determine. They are included in Appendix A for information.
- 3.10 Fees for Scrap Metal Dealers and Scrap Metal Collectors licences have been set by the Executive Councillor for Environment, due to an anomaly in the drafting of the Scrap Metal Dealers Act 2013 and are included in Appendix A for information only.
- 3.11 Officers have reviewed the control of Street Trading account and recommend that consent fees for 2015/16 are kept at current



2014/15 prices. The Local Government (Miscellaneous Provisions) Act 1982 requires the City Council to set consent fees at a level only to recover costs, after taking in account surpluses and deficits from previous years. It is felt that if fees are kept at current prices it will provide the necessary break-even position in 2015/16.

- 3.12 Following the restructure of the City Centre Management, Markets and Street Trading team in 2014, a further review of officer time spent on the Street Trading function will now be carried out and the impact on future fees will be reported back to this Committee next year.

#### **4. CONSULTATION**

- 4.1 Under the Local Government (Miscellaneous Provisions) Act 1976, the Council is required to consult on any changes to the fees and charges in respect of Hackney Carriage and Private Hire licensing.
- 4.2 A 28 day public consultation took place from 18 November 2014 to 15 December 2014. No responses were received.

#### **5. OPTIONS**

- 5.1 Members may adopt the fees as set out in Appendix A
- 5.2 Members may adopt fees at a different level to those set out in Appendix A, but, in doing so, should explain the reasons for departing from them, so as to enable the Council to withstand a legal challenge.

#### **6. CONCLUSIONS**

- 6.1 The Council needs to demonstrate that the fees it charges for licences have been set in accordance with the law and best practice, so as to recover its allowable costs in administering the various licensing regimes for which it is responsible.
- 6.2 Fees should be set so as avoid either a surplus or a subsidy, where possible, and adjusted, if necessary, in succeeding years to achieve and maintain the correct balance.
- 6.3 Members should determine which of the options, under Section 5 above, they wish to pursue or to determine such other course of action they consider appropriate.

## 7. IMPLICATIONS

(a) **Financial Implications**

Nil. The charges are set to recover the Council's allowable costs, as at present.

(b) **Staffing Implications**

Nil.

(c) **Equality and Poverty Implications**

Nil.

(d) **Environmental Implications**

Nil

(e) **Procurement**

Nil

(f) **Consultation and communication**

The charges proposed under the heading Taxi Licences have been the subject of a formal 28 day consultation

(g) **Community Safety**

Nil.

## APPENDICES

Appendix A: Table of proposed fees

**BACKGROUND PAPERS:** The following are the background papers that were used in the preparation of this report:

Calculation spreadsheets

To inspect these documents contact Robert Osbourn on extension 7894

The author and contact officer for queries on the report is Robert Osbourn on extension 7894.

Report file:

Date originated: 13 January 2015

Date of last revision: 13 January 2015

## Appendix A

Charge Type and Description	Charges 2014/15	Charges 2015/16	% Increase
<b>Animal Businesses (New and Renewal)</b>			
Pet Shop Licence	£275.00	£315.00	14.5%
Animal Boarding Establishment	£275.00	£315.00	14.5%
Dog Breeding Establishment	£275.00	£315.00	14.5%
Riding Establishment	£275.00	£315.00	14.5%
Zoo	£500.00	£530.00	6.0%
Dangerous Wild Animals	£275.00	£315.00	14.5%
Home Boarding	N/A	£80.00	0.0%
<b>Skin Piercing</b>			
Skin Piercing – Premises	£130.00	£132.00	1.5%
Skin Piercing - Practitioners	£45.00	£50.00	11.1%
<b>Sex Establishments</b>			
Sexual Entertainment Venues (new & variation)	£2,700.00	£2,754.00	2.0%
Sexual Entertainment Venues (renewal)	£800.00	£816.00	2.0%
Sexual Entertainment Venues (transfer)	£800.00	£816.00	2.0%
Sex Shop / Sex Cinema (new & variation)	£2,500.00	£2,550.00	2.0%
Sex Shop / Sex Cinema (renewal)	£800.00	£816.00	2.0%
Sex Shop / Sex Cinema (transfer)	£800.00	£816.00	2.0%
<b>Taxi Licences</b>			
<b>Drivers</b>			
Disclosure & Barring Service Check (DBS) *	£44.00	£44.00	0.0%
Knowledge Test	£36.00	£40.00	11.1%
New Licence Fee	£145.00	£175.00	20.7%
Annual Renewal Fee	£75.00	£75.00	0.0%
3 Yearly Renewal Fee	£150.00	£150.00	0.0%
Replacement Badges	£15.00	£15.00	0.0%
DVLA Data Check *	£8.00	£8.00	0.0%
<b>Vehicles</b>			
Hackney Carriage Licence (new)	£200.00	£225.00	12.5%
Private Hire Licence (New)	£190.00	£210.00	10.5%
Private Hire Licence Renewal	£170.00	£200.00	17.6%
Hackney Carriage Licence Renewal	£170.00	£210.00	23.5%
Plate Deposit	£50.00	£50.00	0.0%
Replacement Plate	£25.00	£25.00	0.0%
Change of Ownership	£80.00	£50.00	(37.5%)

Crest - self adhesive	£6.00	£6.00	0.0%
Crest - magnetic	£8.00	£8.00	0.0%
<b>Operators Licence</b>			
Private Hire Operators Licence	£140.00	£140.00	0.0%
<b>Transponders</b>			
Annual permit	£20.00	£20.00	0.0%
Deposit *	£80.00	£80.00	0.0%
Replacement *	£80.00	£80.00	0.0%
<b>Street Trading</b>			
Food Pitch			
12 Month Licence	£2,886.00	£2,886.00	0.0%
8 Month Licence	£2,165.00	£2,165.00	0.0%
4 Month Licence	£722.00	£722.00	0.0%
Retail Pitch			
12 Month Licence	£2,727.00	£2,727.00	0.0%
8 Month Licence	£2,045.00	£2,045.00	0.0%
4 Month Licence	£682.00	£682.00	0.0%
* Externally set fees and charges			

<b>Scrap Metal Dealers ( For information only)</b>			
Site Licence	£410.00	£410.00	0.0%
Conversion to collector's licence	£50.00	£50.00	0.0%
Change of licensee name	£50.00	£50.00	0.0%
Addition of site	£410.00	£410.00	0.0%
Removal of site	£50.00	£50.00	0.0%
Change of Site Manager	£120.00	£120.00	0.0%
Replacement of lost or damaged licence	£45.00	£45.00	0.0%
Collector's licence	£175.00	£175.00	0.0%
Conversion to site licence	£355.00	£355.00	0.0%
Change of name (e.g. status)	£50.00	£50.00	0.0%
Replacement of lost or damaged licence	£45.00	£45.00	0.0%
<b>Licensing Act 2003 ( For information only)</b>			
Personal licence	£37.00	£37	0.00%
New Premises licence ( or full variation)	£100 - £1,905	£100 - £1,905	0.00%
Annual Fee	£70 - £1,050	£70 - £1,050	0.00%
Minor Variation	£89.00	£89	0.00%
Temporary Event Notice	£21.00	£21	0.00%
Change of Designated Premises Supervisor	£23.00	£23	0.00%
<b>Gambling Act ( For information only)</b>			
Bingo Club ( New)	DCMS Max £3,500.00	CCC Fee £2,625	
Bingo Club ( Annual Fee)	£1,000.00	£900	
Betting Premises ( New)	£3,000.00	£2,250	
Betting Premises ( Annual Fee)	£600.00	£540	
Family Entertainment Centre ( New)	£2,000.00	£1,500	
Family Entertainment Centre ( Annual Fee)	£675.00	£500	
Adult Gaming Centre ( New)	£2,000.00	£1,500	
Adult Gaming Centre ( Annual Fee)	£1,000.00	£900	

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