

Appendix 3 - Responses and proposed amendments following consultation

The table below sets out comments made and potential responses relating to the n potential amendments to the South Kesteven District Council draft Hackney Carriage and Private Hire Licensing Policy.

| Comment   | Response and any update proposed  |
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| <p><b>Driver Proficiency</b></p> <p>The first proposed update to the policy the Council would like your opinion on relates to Driver Proficiency. SKDC is proposing that the Hackney Carriage and Private Hire Vehicle Policy includes a requirement for hackney carriage (taxi) and private hire vehicle drivers to undertake training/assessment focussed on attitudes and behaviours. This would involve those applying for a new licence, those renewing an existing licence or those against which a complaint has been made successfully completing a course. Upon renewal, drivers would not be required to undertake this training again.</p> |   |
| <p>Q2. To comment on this proposal, please use the space below</p>  |   |
| <p>Thats an insult for drivers renewing their badge after doing the job for 20yrs.!!</p>  | <p>This consultation is as a result of updated guidance issued by the Department for Transport and we are consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.</p>   |
| <p>Absolutely NOT!!!! taxi / private hire drivers are already expected to jump through too many hoops in the form of online training courses so that we are supposed to act as pseudo social workers and police officers order to gain or renew licences. This was all a result of the failings of the authorities in Rotherham and Sheffield. Also who will be paying for these new courses and who will be paying me whilst I am completing them and not be able to earn a living????</p>   | <p>This consultation is as a result of updated guidance issued by the Department for Transport and we are consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.</p> <p>Drivers would be required to fund this training if it is implemented when a driver first applies or an existing driver renews their licence.</p> |
| <p>Good idea</p>  | <p>No comment to add</p>  |
| <p>There should be robust &amp; thorough training with additional ongoing support &amp; assessments. For the confidence &amp; security of passengers</p>  | <p>No comment to add</p>  |
| <p>I think this is essential. Attitudes and behaviours extend to being honest and forthright about charges. Stamford taxis are unregulated in their pricing and often wait until you arrive at your destination before specifying how much the journey costs, which is invariably extortionate.</p>   | <p>Passengers can request the cost of the journey prior to it commencing to ensure they are aware of the cost. This also enables them to check prices with other drivers if they wish.</p>  |
| <p>Don't you think we have enough rules and regulations</p>   | <p>This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.</p>   |
| <p>I actually have to a driver how to get to my house. Many taxi drivers don't live in our area. So off the driving is awful. Drive to fast<br/>Who gonna give customers training to focus on attitude and behaviour to respect the driver and his vehicle , it should work both ways</p>   | <p>Hackney Carriage drivers have to undertake knowledge tests for the area that they will predominantly drive as they are unable to pre-plan their route when they are first licensed by SKDC.</p> <p>Unfortunately, SKDC are unable to mandate passengers to undertake attitude and behaviour training.</p>  |
| <p>It should be only done for new drivers</p>   | <p>No comment to add.</p>   |

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| Not for current licence holders   | No comment to add.  |
| I believe it is right to do so because sometimes taxi staff arent always pleasant in how they talk to customers   | No comment to add.  |
| Good Idea   | No comment to add.  |
| There are topics discussed that a new taxi driver should be to know   | No comment to add.  |
| It's critical that the right training is delivered. My answer above is on the assumption that appropriate, high quality training is delivered cost effectively and efficiently, without consuming more time for participants than is necessary. You may need to consider others involved in providing the service, not just drivers.  | <p>We would look to use a recognised third party provider for this training.</p> <p>This consultation question relates to drivers, but it is acknowledged that potentially this cover be rolled out to operators and/or their staff.</p>  |
| If your attitude stinks, people won't use you again.  | Potentially, however not everyone uses hackney carriages or private hire vehicles regularly and therefore will be unaware of any issues.  |
| Surely only the problematical drivers should be refreshed as time served drivers generally know what is expected at a professional level and personal level   | <p>There is currently a provision within the policy under 3.5 – Driver Proficiency that applies in limited circumstances.</p> <p>However, this consultation is as a result of updated guidance being issued by the Department for Transport and has wider implications therefore, we are consulting to understand opinions relating to this and to gauge opinion.</p> |
| I have seen this in her authorities and like the idea   | No comment to add.  |
| <p>This is a position of both trust &amp; responsibility so a minimum standard of training should be compulsory</p> <p>I'm a retired London taxi driver and I recall (many moons ago) one of my first question sessions (known as "appearances") when the examiner asked me a question then half way through my answer interrupted and told me I was wrong. There followed a series of distractions, mumbled questions ("could you please repeat that?" "Why, are you deaf?"), and so on. I was quite annoyed, but kept my cool and at the end of the session he just said "Well done". I was confused by the experience, but when I met other aspiring cabbies, discovered we had all similar experiences and discovered that those who had reacted badly, were subjected it all again during subsequent appearances. It did have the effect of weeding out people who got angry, or flustered easily.</p> | No comment to add.  |
| Most of the drivers are okay but I gave up being a taxi driver due to far to many taxi drivers coming to Grantham and most of them are rude and give the others a bad name  | No comment to add.  |

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| <p>This should be the responsibility of the employer who recruits the driver</p>   | <p>This would not cover who are self-employed and do not work for a company.</p> <p>If this provision was included, it would ensure that it equally applied to employed and self-employed drivers.</p>  |
| <p>Drivers already deemed to be fit and proper person</p>  | <p>No comment to add.</p>   |
| <p>Only drivers against which a complaint has been made should attend in such a course.</p>  | <p>This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.</p>   |
| <p>This seems more the responsibility of a business owner/operator. Complaints against a driver would likely reduce work assigned until improvements were demonstrated.</p>  | <p>This would not cover who are self-employed and do not work for a company.</p> <p>If this provision was included, it would ensure that it equally applied to employed and self-employed drivers.</p>  |
| <p>This would just be a chance to charge even more money for a licence - I paid for a knowledge test that consisted of 3 incredibly easy maths questions which took about 2 minutes, how much would this test cost?</p>  | <p>SKDC would not make any money from this provision – if this requirement is implemented it would be required that the driver arranges and pays for the training at the recommended provider.</p>  |
| <p>More emphasis required on driving standards more than attitude and behaviour</p>  | <p>No comment to add.</p>   |
| <p>I don't believe that for renewal you need it. If driver been reported to council several times only then training would be required. I would think so</p>   | <p>No comment to add.</p>   |
| <p>We are Taxi drivers not Police or any other Authority. Simple fact is if we do not feel safe to take a passenger because of any behaviour issue we wil refuse.</p>  | <p>This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.</p>   |
| <p>Should customers also take this course then as I have seen some disgusting attitudes and behaviours towards taxi drivers. I don't think it needed as it happen naturally with every situation. What you are thinking is a planned situations just to tick your books.</p> | <p>Unfortunately, SKDC are unable to mandate passengers to undertake attitude and behaviour training.</p> <p>This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.</p> |
| <p>Only drivers who have 2 or more complaints about them should have training. Drivers who have no complaints should not</p>   | <p>No comment to add.</p>   |
| <p>Rudeness in drivers is totally unacceptable, forget training this is were 6 points should be used and a fine.</p>   | <p>Currently SKDC operate a penalty point system that applies points to hackney carriage and private hire licences. This includes a 4pt penalty for Unsatisfactory behaviour or conduct of driver.</p>  |

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|   | We are unable to issue fines relating to SKDC licences or add penalty points to a DVLA licence.  |
| If a driver has a bad attitude towards passenger or bad driving ot reflects on all drivers ,so those drivers need education or if that fails licence revoked.             | No comment to add.   |
| Some drivers would benefit from this  | No comment to add.   |
| The important issues are never addressed in time and this is another money making scheme from your council  | SKDC would not make any money from this provision – if this requirement is implemented it would be required that the driver arranges and pays for the training at the recommended provider.  |
| Some of the taxi drivers have no knowledge of Grantham. In most cases, they going to be very rude to customers when the street address is only provided, but not postcode | No comment to add.   |
| I don't need to be taught how to behave to another human being. If you do need training for this, you're doing the wrong job.   | No comment to add.   |
| While SKDC allow unlicensed Uber Drivers on Wolverhampton plates to pick up / operate in Grantham why put this extra cost onto local tax paying people ??                 | Drivers licenced by other areas/from outside the SKDC area are able to drop off fares or pick up pre-arranged fares within SKDC. SKDC are unable to stop this.   |
| Language in particular, I had a driver recently who could not understand basic directions from me when a road was shut  | All new drivers must undertake an English language test if they are unable to confirm they have met the proficiency level outlined in 3 – Driver Qualifications of the Hackney Carriage & Private Hire Licensing Policy.<br><br>If approved by Council on 23 May 2024 existing drivers will need to meet the same criteria/standard. |
| The language needs to be Fluent.  | All new drivers must undertake an English language test if they are unable to confirm they have met the proficiency level outlined in 3 – Driver Qualifications of the Hackney Carriage & Private Hire Licensing Policy.<br><br>If approved by Council on 23 May 2024 existing drivers will need to meet the same criteria/standard. |
| They seem to think they own the road. A bit of education in basic highway code is needed.   | No comment to add.   |
| Root out customer hostile drivers. Allow customer friendly drivers to succeed.  | No comment to add.   |
| All drivers should be required to undergo higher level driver and attitude training   | No comment to add.   |
| Most drivers are very rude and speak to you like crap   | No comment to add.   |
| Passengers need to feel safe and secure. Safeguarding training and all it entails should be mandatory. Makes sense  | No comment to add.   |

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| ONLY WHEN THERE HAS BEEN A COMPLAINT   | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.  |
| Mystery passengers could be employed to use a Hackney Carriage from a shopping centre, with shopping and maybe a pram, and see how they react.   | No comment to add.  |
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| <p><b>Vehicle Condition Checks</b></p> <p>The second area the Council would like your views on focuses on vehicle condition checks, and the procedures that are followed. SKDC's Hackney Carriage and Private Hire Vehicle Licensing Policy currently states that drivers are legally responsible for the condition of their vehicle. The proposed amendment to this policy requires drivers to undertake a daily walkaround check before the vehicle is used, and retain a copy of the vehicle checklist as proof that these checks have been undertaken. If, upon inspection, there is no proof that these checks have been carried out, licence penalty points would be issued.</p> |   |
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| Q4 Please use the space below to comment on this proposal  |   |
| Don't mind doing daily checks but disagree with the paperwork as it will take time out of our day plus having to keep all the paperwork safe and somewhere to keep it.   | No comment to add.  |
| Can I inspect Licensing Committee's cars.? We have 2 Hackney Tests a year..!!  | No comment to add.  |
| drivers should do there daily checks as common practice  | No comment to add.  |
| Again DEFINITELY NO for several reasons 1 a hackney carriage or private hire vehicle is a working business premises where space is at a premium, the storage of necessary safety equipment,job related materials maps sat nav etc all take precedence so that safe and professional journeys are undertaken and completed. Thus there is no additional storage space for extra paperwork to prove I have jumped through another SKDC imposed hoop  | <p>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we have consult to understand opinions relating to this and to gauge feelings as this is not a current requirement.</p> <p>If adopted, it would be up to the licence holder to decide whether they wished to use paper or digital check sheets, as long as they can be evidenced.</p> |
| Basically taxi's are not mobile filing cabinets. 2 Inspections of hackney carriages and private hire vehicles is regulatory matter. A function that SHOULD be executed by the licensing department, Is this not what licence fees and council tax pay for ? This is your job not ours  | As the driver of the vehicle it is your responsibility to check undertake daily checks, this is not the responsibility of SKDC. As outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a>   |
| Another good idea<br>I understand skdc licensing used to complete enforcement checks. This should continue. Warning with subsequent penalties should apply. It would be unfair to risk their overall licence with points.  | No comment to add.  |
| Who is going to monitor this? Perhaps suspension of taxi licence rather than points on driving licence   | Enforcement Monitoring will be undertaken by SKDC.  |

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|  | The penalty for failure to evidence the check, formed part of the consultation.   |
| Although the licence penalty point scheme stands as a warning to drivers that they must act, it is flawed in that the driver will only make changes when absolutely forced to do so. Perhaps a lower threshold & strict enforcement  | No comment to add.  |
| It really depends on the sort of defect that's discovered.   | No comment to add.  |
| Absolutely ridiculous the admin would take over running a company and keeping records???? Digitally??? Or on paper where do we store theses let along the data protection nightmare that will follow   | If the provision is adopted, it would be up to the licence holder to decide whether they wished to use paper or digital check sheets, as long as they can be evidenced.   |
| They should a book to write defending things.  | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.  |
| Not practical specially when you start early. An added unnecessary thing to the job before you even start ,,,,when you can do these checks on quite times in the day   | As the driver of the vehicle it is your responsibility to check undertake daily checks, this is not the responsibility of SKDC. As outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a>   |
| We had a point system a few years ago and certain person didn't get any as she was married to the mayor  | The penalty point system is still in force.   |
| Drivers should be doing this without having to fill in a checklist   | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.<br>The guidance to retain the checklist is outlined in 6.13 of the document. |
| I belive a taxi that a customer will be in should be clean and tidy and not falling to pieces.   | No comment to add.  |
| A good idea, too many drivers just get into their vehicle and drive off without checking their vehicle. PSV HGV drivers have a Tick Box Form (Vehicle Defect Form) which must be completed at the start and end of each day. Easy to implement. Myself as an owner driver want to know for my own safety and the public that the vehicle I am about to drive meets all the required legal and safety aspects. It also keeps you up to date on your vehicle maintenance | No comment to add.  |
| I have been a taxi driver for a long time. And I still have 0 penalty points. However, I believe that if you drive a lot on roads with cameras and with changing speeds on the roads (mean changing  | No comment to add.  |

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| speed limits displayed on billboards above highway), it is not difficult to get something   |  |
| You're presumably talking about penalty points on a Hackney Carriage license? i know nothing about your penalty point system so i can't answer this.  | Yes, that is correct Hackney Carriage or Private Hire licence(s).  |
| Our vehicles are already Hackney. Tested twice a year and we know it is our legal responsibility already  | No comment to add.   |
| Most drivers operate in a single vehicle and are constantly aware of the vehicle condition and take the appropriate actions to ensure their vehicles are in a roadworthy condition . Surely only vehicles found to be defective on spot checks should be awarded penalty points.  | The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| This should be a fundamental basic requirement when carrying fair paying passengers for their safety.   | No comment to add.   |
| Whilst this is not an aircraft there is a responsibility to the passengers and their safety, I think a £60 fine plus a single point penalty is all that is necessary.   | We are unable to issue fines relating to SKDC hackney carriage or private hire licences.   |
| The proposal as described looks like it would be very easy to challenge if any penalty points were issued. Better, I think, would be a warning to make necessary improvements and a requirement to present the vehicle for inspection within a week and regular inspections for serial offenders. Being forced to be somewhere at a specific date, time and place, rather than earning, is a far greater deterrent. | Thank you for your proposal, however with over 300 vehicles it would be very time consuming and manpower intensive to inspect records weekly.  |
| I think a 6 month/yearly vehicle check should be sufficient....In my experience, most drivers make it a priority to make sure their cars are running reliably and efficiently.  | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br>The proposal formalises the recommendation.               |
| Fine for first time and 3 penalties for second  | No comment to add.   |
| The legal responsibility is already enough, I already do daily checks!  | The Department for Transport guidance is to retain the checklist as outlined in 6.13 of the document.  |
| I spent over 20 years as a taxi driver in SKDC, spot checks by licensing officers were very rare, these should be frequent events, ask yourself why some drivers travel from Grantham to a garage in Bourne for a hackney test  | No comment to add.   |
| I remember hearing drive shafts at fault  | No comment to add.   |
| Again; this is a business operations issue.   | The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions  |

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|   | relating to this and to gauge feelings as this is not a current requirement.   |
| Vehicles undergo rigorous 6 monthly checks already and this feels like overkill. As a professional driver I always check my vehicle before driving and company has a protocol of pre drive driver checks<br>Drivers already checking cars everyday. Instead of punishing driver, give him tools. Like approved checking lists | The proposal is to formalise the requirement to ensure those that don't currently do.<br><br>Attached is a link to the Department for Transport checklist: <a href="https://www.publishing.service.gov.uk">Driver vehicle condition checklist (publishing.service.gov.uk)</a>  |
| Happy with any points issued I think mom line with this we should look to cut out the mid term MOT not many councils have this and it's an extra expense  | No comment to add.   |
| Vehicles can go wrong at any time and its not fair to issue penalty points.   | This is recognised however daily checks can assist with spotting issues before they arise.<br><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof.                              |
| As we been at risk all the time so that will not work. Sometime things happen suddenly and then no one can justify. Normally mostly drivers do check their taxi for the safety everyday.  | This is recognised however daily checks can assist with spotting issues before they arise.<br><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof.                              |
| I thing is wrong decision given penalty points .  | No comment to add.   |
| What driver would do a Daily check, and then contact you and say that his taxi is not fit to be used. Whoever dreamed up this question should be declared insane  | The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| For 21 years I have kept my taxi ,clean and tidy and checked regularly,never had a problem or complaint,this should be standard practice as a professional driver.  | No comment to add.   |
| Vehicle condition check should be done on weekly basis  | The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| I personally don't agree with the points system but drivers should be given a warning for first offence, suspension fir sec, licence revoked for third.   | No comment to add.   |
| The council isn't a court of law the have no powers to issue points   | SKDC are able to operate a penalty point system that applies points to hackney carriage and private hire licences, as outlined in the Hackney Carriage and Private Hire Licensing Policy.  |

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|   | We are unable to issue fines relating to SKDC licences or add penalty points to a DVLA licence.   |
| It's hard enough to earn to feed families let alone introducing another money making scheme, do you realize how many customers don't pay the metre price you propose, how we are expected to barter with customers and if we don't adhere we are treated with racial hate and stereotyped as rip off merchants, but no it's fine let's make sure the vehicles are brand new which in this current climate to buy a decent vehicle suitable for taxi is around 15 thousand pound | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| This role is existing for many years when the drivers should do daily checks, but I have not seen anyone doing so, and I've never Heard local council ask for those checks. The other thing is, there is quite a few taxis which never display the Hackney plate on the car just in the back window, Not highlighted sunroof nighttime That's a regular issue in this town  | The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement.<br><br>When we become aware of Policy contraventions we do investigate and take action as appropriate.   |
| I do not believe we need to check round our vehicles as often as you are proposing. Every driver of every car, whether using it for work or not should be doing this automatically. Anyway, why do we need more paperwork to do something that we're already doing?   | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| Cars have to have 2 tests per year already & most competent drivers would check their vehicle every time they get in to work without SKDC heavy handed options & points scheme get the licensing offices out of their Ivory towers & do more random inspection on all ranks   | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| Failure to do daily checks is deliberate failure to ensure a safe environment for the customer. The consequences should be severe.  | No comment to add   |
| Modern vehicles are so reliable these days that this is not needed, particularly given that there are age restrictions on the age of vehicles which can be licensed. I suspect many drivers will just sign the checklist stating that they have done it.  | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| This is add more paper work for no reason. The cars get a full check twice a year by a garage that provide are licensed hackey places. Where are the  | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the  |

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| <p>drivers meant to keep this paperwork if there is a random inspection. Also most drivers know when things need doing on their car. Waste of time</p>   | <p>attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br/> The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement.</p>  |
| <p>HGV drivers have to do daily checks. Machine drivers too. The amount these vehicles are on the road should require daily checks by law!</p>   | <p>No comment to add.</p>  |
| <p>At present the council don't have the resources to strictly enforce this.</p>   | <p>No comment to add.</p>  |
| <p>It is ridiculous to even consider points deductions from a license for this. Taxis are required to have an MOT twice a year there is every chance they will be in exceptional road worth condition and SAFE. Is this a proposal to deduct points because the car is dirty!!!<br/> I previously worked in road traffic enforcement both as a police officer and as an HEO for DVSA. taxi and private hire companies have a six monthly check and seem to do no maintenance in between. With the mileage they cover a six weekly independent inspection should be implemented similar to that required by public service vehicles</p> | <p>As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br/> The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement.</p> |
| <p>This is due care and should be inspected by council compliance teams rather than drivers having to keep records. Vehicles are checked twice annually already.</p>   | <p>As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br/> The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement.</p> |
| <p>It's vitally important members of the public always know they are travelling in a roadworthy compliant vehicle</p>  | <p>No comment to add.</p>  |
| <p>It's a bit strange to ask this question without first stating how many points represent a loss of licence!</p>  | <p>Currently a loss of licence will be considered by the Licensing Committee if they receive 12pts in a rolling 12 month period of time, however if adopted at Council it will increase to a rolling 3 year period.</p>  |
| <p>This is important for public safety. It would take 3 minutes and needs to be properly enforced.</p>   | <p>No comment to add.</p>  |
| <p>First breach a warning, second breach give points</p>   | <p>No comment to add.</p>  |
| <p>I don't think this is needed</p>  | <p>No comment to add..</p>   |
| <p>Only a court of law should issue points on licence your a council not the law</p>   | <p>SKDC are able to operate a penalty point system that applies points to hackney carriage and private hire licences, as outlined in the Hackney Carriage and Private Hire Licensing Policy.</p>   |

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|   | We are unable to issue fines relating to SKDC licences or add penalty points to a DVLA licence.   |
| Drivers are legally responsible why add anything?   | The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement.  |
| Checks should be weekly anyway..?   | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk/government/guidance/check-your-vehicle-is-safe-to-drive">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a>   |
| If the vehicle is roadworthy (MOT and service according to manufacturers guidance), there should be no additional paperwork involved, BUT they should look round the vehicle as any body would before starting out on a journey.  | As a driver of the vehicle it is your responsibility to check undertake daily checks, as outlined in the attached link: <a href="http://www.gov.uk/government/guidance/check-your-vehicle-is-safe-to-drive">Check your vehicle is safe to drive - GOV.UK (www.gov.uk)</a><br>The Department for Transport guidance in 6.13 outlines the recommendation that drivers check their vehicles before use and should retain proof therefore we are consulting to understand opinions relating to this and to gauge feelings as this is not a current requirement. |
| <p><b>Vehicle Age Limits</b></p> <p>The third proposal SKDC would like you to comment on relates to an age limit for vehicles. The Council is proposing that the age limit for vehicles at first registration is changed in its Hackney Carriage and Private Hire Vehicle Licensing Policy. If agreed, vehicles will have to be registered after September 2015 and as such will therefore be compliant with Euro 6 (Euro 6 is the latest emissions standard for diesel cars in the UK. It was introduced in 2015 by the EU to reduce the level of harmful emissions being emitted by new cars).</p> <p>The policy currently states that vehicles cannot be more than 5 years old at first registration and no more than ten years old at renewal (twelve years old if they are a hybrid/electric/WAV model).</p> |   |
| Q6. To comment on this proposal, please use the space below:  |   |
| You are running off 2008 policy's..??   | The current policy is the Hackney Carriage and Private Hire Licensing Policy 2021.  |
| also with no max age  | It is not currently proposed to have a maximum age, as with the Euro 6 standard as each passes the age of vehicles at first registration would eventually match the age set.  |
| Totally 100% AGREE. The implementation of vehicle age limits has ignored 2008 government policy since the inception of SKDC's taxi policy in 2012. This combined with the vanity notions of certain councillors has cost the taxi trade excessive financial burdens and hardship. Therefore the introduction of this amendment cannot come soon enough  | No comment to add.  |
| The age of a vehicle is much less important than its overall condition. Using older vehicles has less eco overhead per mile than scrapping them and manufacturing new. What do neighbouring authorities require? Larger vehicles eg mpvs and mini buses are extremely expensive but needed by   | Neighbouring authorities have varying age requirements at first registration, some specify an age whereas others do not.  |

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| wheelchair users. They would not be viable if replaced every 5 yrs.   |   |
| Age of vehicle is irrelevant. What matters is roadworthiness which is dependent on the condition of a vehicle. Mileage and emissions can be indicative of a vehicles likely condition but you shouldn't assume anything based on merely the age of a vehicle.                 | No comment to add.  |
| As long as the car is well maintained age shouldn't be a problem  | No comment to add.  |
| I welcome a maximum age for all public service vehicles, & migration to EV should be well supported. However, ALL public service vehicles should be disability accessible, & currently this is not the case   | No comment to add.  |
| As long as vehicles are safe to be on the road, that's the main thing.  | No comment to add.  |
| As long as the car passes Hackney and or MOT I don't see why the cars have an age limit, drivers either end up in the continuous cycle of finance or cannot afford to upgrade their taxi or taxi firm owners end up renting out cars which in the long run doesn't make money | No comment to add.  |
| Should be more electric and hybrid vehicles   | There are incentives built into the pricing of licences to encourage electric and hybrid usage.   |
| Make sense  | No comment to add.  |
| People are being forced in to debt by having to buy newer cars so they can carry on working   | No comment to add.  |
| Agreed but no age limit on renewal  | No comment to add.  |
| I dont really know what it means  | Currently to licence a vehicle as a hackney carriage or private hire they cannot be more than 5years old when it is first licenced to be a taxi.<br><br>The Department for Transport recommend that we do not use age as a determining fact any longer. |
| Although it means a costly replacement vehicle, I think it is the right way to go in order to keep old bangers off the road that also give the profession a bad reputation.   | No comment to add.  |
| No fair competing with prices for jobs(runs),when in other councils, they can have car with more then 7 years.  | No comment to add.  |
| On the one hand, the condition of cars and safety is very important. On the other hand, replacing cars is a high cost for every company.  | No comment to add.  |
| What about petrol cars?   | It applies equally to petrol as well as diesel cars.  |

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| Five years old is too expensive and young  | No comment to add.  |
| Surely if the vehicle is euro 6 compliant then should be treated the same as hybrid vehicles etc and be able to work until they are 12 years old   | It is not currently proposed to have a maximum age, as with the Euro 6 standard as each passes the age of vehicles at first registration would eventually match the age set.                      |
| Cost is to much to replace vehicle the the return to get back  | No comment to add.  |
| We don't want to be the last to act on this.   | No comment to add.  |
| 12 Years old is too much, vehicles should be no older than 10 Years from first registration  | No comment to add.  |
| Even the stringent London Ultra Low Emission Zone regulations allow for Euro 5 compliant diesel vehicles to have a nitrogen dioxide filter fitted to bring them up to Euro 6 standard. Why should a Lincolnshire taxi operator have to have even more onerous Emission regulations than his big city counterpart? Of course all vehicles still have to meet general MOT Emission thresholds, regardless of the standard at manufacture. Also, reducing the working life of existing vehicles is unfair and arbitrary and likely to be successfully challenged and may well make taxi operations unviable and cause many drivers to retire early, or seek other employment. | No comment to add.  |
| Your making it more expensive to be a taxi driver and yet the buses that go round this town are old and throw out so much black smoke it's unreal, get your own contacts in order before you punish regular people   | No comment to add.  |
| Condition of the vehicle should not be based on age  | No comment to add.  |
| I believe vehicles which are 2015 or above should be allowed to be put into taxi and licensed as it will make it easier and affordable for drivers to buy these cars as 5 years old cars are mire expensive  | No comment to add.  |
| my only thoughts are how this fits into other existing schemes (ULEZ etc)  | No comment to add.  |
| This needs more clarity though, to confirm that there is no maximum age restrictions on renewal  | There would be no maximum age, as with the Euro 6 standard as each passes the age of vehicles at first registration would eventually match the age set.   |
| There should be a maximum mileage when the vehicle is first registered as a hackney carriage or private hire vehicle of 100000 miles   | No comment to add.  |
| I agree after 2015 ,but its doesn't means should be up to 5 years old. Its very expensive to get up to a year Good car. As living expensive already very high, I would request to Authorites please review 5 years policy and I don't mind after 2015.   | The proposal is to remove the requirement for a vehicle to be less than 5 years old at first registration and replace it with needing to be registered after September 2015 and Euro 6 compliant. |

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| <p>If there 7 years we go back its start 2017 .<br/>Regards Kashif</p>  |  |
| <p>I can't see what age really got to do with it as long as it's well looked after and especially if the body work still looks good I can't see a problem</p>   | <p>No comment to add.</p>  |
| <p>The policy we have know should be kept the same<br/>We should allow purpose built Hackney carriage to use this scheme so it could cater for more disable people</p>  | <p>No comment to add.</p>  |
| <p>This effectively lowers standards and makes the cost of entry lower. That seems to be a fair decision in a market economy.</p>   | <p>No comment to add.</p>  |
| <p>everybody should be under same rules, private cars or company cars. I did saw few old cars from Boston and couldn't understand why company car can be older then private cars. for me its looks double standards.</p>  | <p>There is no national standard, therefore each authority adopts its own policy and standards for the drivers, vehicles and operators they licence.</p>   |
| <p>I don't get the question however I do feel the age limits should increase as the cars are regularly checked with mots and the age should be longer than 10 years as long as the car is fit for purpose</p> <p>My answer is based on the fact that the first registration as a taxi will fit this date ruling.</p>  | <p>It is not currently proposed to have a maximum age, as with the Euro 6 standard as each passes the age of vehicles at first registration would eventually match the age set.</p>                    |
| <p>Totally agree, It should be 10years for all vehicles especially for mini buses and tail lifts.</p>   | <p>It is not currently proposed to have a maximum age, as with the Euro 6 standard as each passes the age of vehicles at first registration would eventually match the age set.</p>                    |
| <p>Isn't it hard enough for people to earn a living nowadays without having to worry about how old their car is? Surely if the vehicle is fit for purpose, it shouldn't matter what age it is.</p>  | <p>No comment to add.</p>  |
| <p>I believe any vehicle which pass Taxi MOT is complying with emissions laws in UK . Age limit is totally unfair to Taxi drivers in these hard times and basically just hiding behind Euro 6.</p> <p>In this case all vehicles which are older then 2015 should be ban in Uk why they are on roads and why it's only for taxis. In one country should be one law not different . I strongly believe council need to think about this seriously .</p> | <p>No comment to add.</p> <p>There is no national standard, therefore each authority adopts its own policy and standards for the drivers, vehicles and operators they licence.</p>                     |
| <p>Protect the environment.</p>   | <p>No comment to add.</p>  |
| <p>I don't really understand this question</p>  | <p>No comment to add.</p>  |
| <p>But vehicle age should be extended to 12 years rather 10 years before vehicle no longer acceptable as a licensed vehicle</p>   | <p>It is not currently proposed to have a maximum age of vehicle, as with the Euro 6 standard with each year passing the age of vehicles at first registration would eventually match the age set.</p> |

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| It is harder to buy cars which are 5 years old as they are too expensive.   | No comment to add.   |
| the vehicles should licenced until the emissions been pass on MOTs  | No comment to add.   |
| Vehicle very expensive not enough work this will be a beneficial help for the drivers the finance is so much can not cover cars getting re banked so this will make a massive difference to the current taxi market in south Kesteven I urge the council to go ahead and put this forward many thanks . | No comment to add.   |
| Euro 6 is quiet sufficient , cannot get cleaner than that   | No comment to add.   |
| There shouldn't be an age limit for the vehicles, as long as they are compliant and meet standards, I don't see any reason to take them out of service. With the cost of living crisis and prices for newer cars skyrocketing it doesn't make sense to enforce an age policy.                           | It is not currently proposed to have a maximum age. The Euro 6 standard (after September 2015) at first registration will mean that as each passes the age of vehicles at first registration would eventually match a maximum age set. |
| Will go back to old wrecks being on the rank leave it at 5 years - up to 10 years but no extra for EV OR Highbrid as they wear the same as all cars   | No comment to add.   |
| I would like the policy to be changed back that vehicles cannot be more than 7 years old at 1st registration. Cars are more expensive nowadays. Reducing age by any means is wrong  | No comment to add.   |
| I feel that if a vehicle can pass the current legislation regarding emissions then the age of the vehicle shouldn't matter as long as it passes the Hackney test.   | No comment to add.   |
| It isn't financially viable for drivers your forcing companies to charge more to be able to afford newer cars   | No comment to add.   |
| Most definitely, how can people afford vehicles that are less than 5 year old when they are so expensive  | No comment to add.   |
| I also think that there shouldn't be a 10yr age limit on perfectly serviceable vehicles.  | It is not currently proposed to have a maximum age. The Euro 6 standard (after September 2015) at first registration will mean that as each passes the age of vehicles at first registration would eventually match a maximum age set. |
| I believe that every driver should have a smart clean car that is reliable and better for the environment.  | No comment to add.   |
| Once again putting greater expsence on the taxi trade fares will have to go up to compensate for extra costs to Drivers   | No comment to add.   |
| I think the current policy is fine.   | No comment to add.   |

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| I feel an omissions test as part of the testing process should determine the emissions  | No comment to add.  |
| If a vehicles has passed its mot and Hackney then age should not be a problem   | No comment to add.  |
| I have seen bigger city's with taxis that are 56/57 reg plates. This is putting more pressure on the drivers and also making them have to work more hours and try and earn a lot more money a week due to having to get a car on finance at a higher interest rate.<br>This proposal is ridiculous. The amount it cost for the full Hackney and then for a mid term it's ridiculous too. As long as the car is in good working order and isn't falling apart it shouldn't matter the age.<br>I know drivers who are finding it hard to make ends meet with the extra cost of getting in younger car then add the specialist insurance they need it's too much money for any driver. | No comment to add.  |
| A vehicle's age is no guarantee of condition. Also this requirement may lead to fewer drivers.  | No comment to add.  |
| Should not be any age limit , as long as vehicle are euro six , you will get the required result of bringing emissions down .<br><br>Age limit is a total wast  | The proposal is for vehicles to be Euro 6 (September 2015) compliant at first registration.<br><br>It is not currently proposed to have a maximum vehicle age as with each year passing the age of vehicles at first registration would eventually match a maximum age set. |
| If the vehicle complies with Euro 6 and emissions lower age limits should apply.  | No comment to add.  |
| Euro 6 is a good yardstick and complies with Government emission rules. A vehicle does not become unroadworthy from age.  | No comment to add.  |
| You could allow older BEV vehicles but only full electric not hybrid  | No comment to add.  |
| It shouldn't matter how old the car is as long as the car is safe and looked after it should be fine not everyone can afford a brand new taxi in this day of age please be considerate on that don't take peoples work away from them   | No comment to add.  |
| It's not fare to penalise taxis as currently buses and alot of lcc stock are way older than 10 years old and are subject to the same rules  | No comment to add.  |
| Yes older age should be accepted to be licenced if they meet requirements of the taxi test. Age limit should be removed and if vehicles continue to pass 6 monthly checks should be allowed to be kept on the road.   | No comment to add.  |

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| The council has declared a climate emergency - it would be totally wrong to reverse this change and against the council declaration  | No comment to add.   |
| Makes sense  | No comment to add.   |
| Too old  | No comment to add.   |
| We don't have age limits on other public transport so why a taxi if its deemed fit for purpose then it should be used  | No comment to add.   |
| not enough options on this complicated subject   | No comment to add.   |
| If a vehicle passes its "2" Hackney Tests a year or on initial testing it should be allowed to ply for hire.. How can a Hybrid/Electric car be emissions tested.?? A 9yr old top of the range Jaguar or Bentley is unable to work under the age restrictions.. 🙄🙄  | No comment to add.   |
| The current policy is against best practice guidelines and has crippled the trade.   | Guidance is not a statutory requirement and in the absence of a national standard, each authority adopts its own policy and standards for the drivers, vehicles and operators they licence.  |
| <p><b>Maximum Fare Scale</b></p> <p>The fourth proposal SKDC would like your views on is if a maximum fare scale for hackney carriages (taxis) should be included in the Council's Hackney Carriage and Private Hire Vehicle Licensing Policy. This would replace the fare scale currently in operation, which is partially de-regulated and has four main components: a hiring charge, distance and time-based unit fares and surcharges. Currently, proprietors are able to set their own rates, whilst SKDC have a proposed fare only. If this proposal is approved, SKDC would set the maximum fares that licensed hackney carriages can charge for a journey. The amounts that could be charged would be the subject of a separate consultation.</p>  |  |
| Q8. Please use the space below to comment on this proposal:  |  |
| After taking off fuel, cleaning, wear and tear we are on £5.00 an hour if we're lucky..!   | No comment to add.   |
| Again 100% DISAGREE!! The taxi trade needs the opportunity to respond to shocks in the economy . To reregulate fares would just be cherry picking of any regulations. SKDC climed down on regulated fares in June 1996 after an unsuccessful court case no need to fail again. Also historically SKDC's default fare has been the second lowest in the whole of the UK. Please explain how the taxi trade will be able to cope financially when more unnecessary and ridiclous conditions are imposed on drivers and/or vehicles. Also the way in which SKDC taxi consultations have been carried out in the past the views of the trade will be ignored and impositions made by those with limited or no knowledge of the financial requirements to own and run a taxi amount to nothing more than "lip service". | <p>No comment to add.</p> <p>If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed.</p> <p>No comment to add.</p> |

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| As long as it's still a fair price   | No comment to add.   |
| <p>I think as businesses drivers need to be able to set fares to reflect ever changing overhead costs. Regulating this would be too bureaucratic/inflexible. Competition will help keep prices down and requiring costs to be published. Costs of Long distance trips eg more than 5 miles to be agreed in advance.</p> <p>Rate 1, 2, 3 are not well understood by passengers despite a printed (often hidden) fare scale in the vehicle. This needs simplifying</p>   | No comment to add.   |
| It gives clarity on fares  | No comment to add.   |
| <p>This is absolutely essential in Stamford. Once again, the taxi firms are unregulated in their pricing, which is far more than it should be. They are the most expensive taxis outside of London. You can call 4 or 5 "different" firms and the same person answers, which means they have somewhat of a monopoly on taxi prices. I have been charged £18 for a 3 mile drive (Tinwell to Ketton). Stamford to Oakham (9 miles away) costs a minimum of £35 from Stamford firms (which I negotiated down!), whereas an Oakham firm doing the same journey will charge just under £25. The Stamford bus routes to other towns and surrounding areas are often unreliable, with buses on a single route often being spaced 2+ hours apart and they don't run on public holidays. As a result, more and more people rely on taxis which they can no longer afford. Stamford to Ketton bus is under £3 return. A taxi doing the same journey only one way can be anything between £15 and £20+ (depending on what they decide at the time). Taking into account minimum wage and average salary rates, the cost of living (average food prices, rent prices, mortgage prices etc), a 3-mile taxi ride with a Stamford firm becomes a luxury that increasingly few can afford. During the "petrol crisis" last year, when the cost of petrol went up, so did the taxi prices. I understand that entirely. What is NOT right is that when the price of petrol stabilised, the taxi prices did not budge. Every single person I speak to about this matter agrees wholeheartedly and is very angry about it, but feels helpless. By enforcing a maximum fare scale (and make no mistake, they will ALWAYS charge whatever the maximum might be), prices can be regulated, fixed and most importantly, fair! The first point in your policy aim is to Protect the Public. I firmly believe that regulating the prices DOES protect the public from extortionate fees.</p> | No comment to add.   |
| <p>Too many taxi drivers are now coming into the town that operate from outside of the area &amp; charge absolutely ridiculous prices which has a knock on effect as some of the general public</p>  | <p>Vehicles licensed outside of the area are able to drop off fares or pick up prebooked fares from within our district. However they should not be plying for trade whilst within our district.</p> |

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| believe that we all charge these prices & won't use us  |   |
| At least with Uber you know what you are paying before you start the journey  | No comment to add.  |
| Not too bother with this as long as it's not too low as we work on £2.50 to start and £2.50 a mile at least ,, we are happy   | No comment to add.  |
| By setting a maximum, how are drivers supposed to make a living with all the expenses set out to begin with ? With the rising cost of living and all the costs of running a taxi, setting a maximum would put drivers out of business   | If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed. There would be consultation relating to the proposed fee scale. |
| Leave it as it is   | No comment to add.  |
| Our rates are very low compared to other areas  | If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed. There would be consultation relating to the proposed fee scale. |
| Good idea, makes it a even playing field for all.   | No comment to add.  |
| No , show the price and customer, choose to go or not.  | The fare scales should be displayed, however it does rely upon the customer checking the overall cost of the journey prior to it starting.  |
| Sorry, I don't know what solution would be better   | No comment to add.  |
| Not without knowing what your maximum fare will be. Cars are getting more expensive to buy more expensive to keep on the road. Fuel has gone up. Cost of living has gone up. Taxes in Grantham are very, very cheap nationally Already. | If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed. There would be consultation relating to the proposed fee scale. |
| SKDC is using same fare scale from last 20 years. But they still increase their licence prices every year.  | If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed. There would be consultation relating to the proposed fee scale. |
| Yes but there needs to be account of bank Holidays when you cannot expect taxi operators to run at normal day rates   | If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed. There would be consultation relating to the proposed fee scale. |
| Providing this is correctly policed to ensure fair play to all.   | No comment to add.  |
| Difficult to answer, could it lead to vastly inflated prices? That is not made clear  | If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed. There would be consultation relating to the proposed fee scale. |

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| <p>A standard maximum fare eliminates the opportunity to exploit passengers and avoids confusion, which may otherwise deter people from using taxis.</p> <p>All fares going beyond SKDC boundaries could be by prior negotiation only, if the metered fare isn't to be applied.</p>  | <p>No comment to add.</p> <p>This is confirmed in Part 8 of the existing policy.</p>   |
| <p>Yes some of the new drivers that you've let loose on the town charge what they like and rip people off, also limit the amount of licenses given out there are to many drivers</p>   | <p>As a partially de-regulated fare scale is currently operated, as long as they lodge the fare with SKDC prior to using it, they are able to set their own rates/fare scale.</p>  |
| <p>I think this is a great idea and will create a uniform fare structure for all to follow, it will also boost customer confidence and lessen any concerns they have.</p>  | <p>No comment to add.</p>  |
| <p>SKDC is one of the cheapest districts in the country and has been for many years, customers know how much they should pay for a journey</p>   | <p>If the option of a maximum fare scale is approved the provisions, as outlined in the Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65), would be followed to review the existing fare scale. There would be consultation relating to the proposed fee scale.</p> |
| <p>Some drivers use rate 3 at night instead rate 2. Especially those which live in Peterborough and Stamford. They usually work at night in Grantham on Fridays and Saturdays. In my opinion, the night tariff, rate 2, should apply from 22:00. In all other workplaces, employees are paid the night rate from 22:00, so why can't taxi drivers align with the standards and also be paid for night shifts from 22:00, instead of the current practice of 23:00? In some other cities and towns, rate 2 applies from 22:00. Please raise this proposal to change the implementation of rate 2 at the SKDC council meeting from 23:00 - 6:00 to 22:00 - 6:00.</p> | <p>As a partially de-regulated fare scale is currently operated, as long as they lodge the fare with SKDC prior to using it, they are able to set their own rates/fare scale and when they operate those fare scales.</p>  |
| <p>This is another business operations issue. The council should not implement a price control policy.</p>   | <p>No comment to add.</p>  |
| <p>Not for local government to intervene in a transaction between two parties. Basic law of supply and demand will dictate prices.</p>   | <p>No comment to add.</p>  |
| <p>Too much intervention, perhaps a reporting process for consumers to resort to if necessary. Rates charged by a business should not be mandated by a council</p>   | <p>No comment to add.</p>  |
| <p>all company's should be under one rate, and Sundays should be second rate all day. Drivers are humans as well and its isn't fare, that on Sunday drivers works under normal rate. Also why in normal days R2 is only after 23:00 isn't that to late? I would think at least from 21:00 should be R2.</p>  | <p>As a partially de-regulated fare scale is currently operated, as long as they lodge the fare with SKDC prior to using it, they are able to set their own rates/fare scale and when they operate those fare scales.</p>  |

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| Should be drivers responsibility   | No comment to add.   |
| Fares should be charged based on the traveled journey and metered price unless an agreed fixed price is suitable I.e airport runs etc  | No comment to add.   |
| There should be a maximum fare scale for Hackneys so the public knows what to expect.  | No comment to add  |
| The cost of living crisis isn't taxi driver exempt. They are trying to earn a living to support themselves and their families. Their time is just as valuable as everyone else's. While I do understand taxis are sometimes more expensive, they are also more comfortable, personal and efficient, you get what you pay for. If customers don't like it then they are free to use other modes of public transport at a lower cost.  | No comment to add  |
| Again this is unfair to all the taxi drivers. Why council putting their prices up every year why can't they follow this rule. Why making hard for taxi drivers and general public. If you have wright to put your prices up we should have the same as when the last time council put meter prices up . Compare this to your own fees and then see yours go up every year with the inflation and taxi driver who already suffering from covid after shocks with everything closing down will get unfair treatment from council. If council took such a step I will encourage everyone to take a legal action against licensing. Because enough is enough | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement                            |
| Some drivers spend lot of money fo business  | No comment to add.   |
| Some new drivers are ripping of customers. I am still on the same rate I was on 16 years ago   | No comment to add.   |
| Vehicles coming from other towns like Stamford to Grantham on weekends are on far to high a rate and killing the business . Then these vehicles go back to Stamford throughout the week  | Vehicles licensed outside of the area are able to drop off fares or pick up prebooked fares from within our district. However they should not be plying for trade whilst within our district   |
| I think a set rate should be in place,but if owners want to charge less they should be able too,plus I think rate 2 on Sunday or any other day should not be aloud ,only after 11 pm at night.   | With both a maximum or de-regulated fare scale a driver/vehicle owner is able to charge a scale lower than the proposed scale.   |
| SKDC should set the maximum fare scale but must be reviewed annually on the basis of consumer price index changes. Moreover, in special circumstances, like excessive increase in fuel, proprietor should be allowed to charge fuel surcharge up to 10%  | If a maximum fare scale was adopted, the ability to set a maximum fare scale is set out in the Local Government (Miscellaneous Provisions) Act 1976 (s65) – Making or Varying Fare Scales and would require annual consultation if it was to be done annually. |
| Should you contemplate putting the price of plates , badges down ? With everything so expensive how do to you think we will be able to pay for fuel, tests , insurance ect   | No comment to add.   |

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| Leave as is we have this now for 30years and no problems why should I be told how much t I can charge with your rates I would go out of business so leave it alone  | No comment to add.  |
| Far better that all taxis charged the same rates the the public no exactly what they would pay with any company.  | No comment to add.  |
| The general public assume we are ripping them off when infact its skdc which sets the rates   | Currently SKDC use a de-regulated fare, whereby a suggested fare scale is available, however it is down to drivers to decide the fare scale they wish to follow, as long as it is lodged with us prior to them charging it. |
| As long as that vehicle has informed the council of its fare scale.   | No comment to add.  |
| My opinion, The shouldn't be any limit set up for the taxi fare. Nobody will go higher than the local Taxi businesses and even so there will not make any money   | No comment to add.  |
| I don't use a fair scale, but I don't see why you should be told what you can charge and what you can't charge. I would say that if you have a nice vehicle, why can't you charge someone more than a clapped out old heap running out of Stamford. | No comment to add.  |
| SKDC it would put a cost on SKDC to Re regulate & we all know how that went when SKDC were forced to deregulate years ago ??  | No comment to add.  |
| The market should decide this and ensure competition between companies. Regular checks can be made (mystery shopper style) and published on council website.  | No comment to add.  |
| This definitely needs doing, and regular checks should be made by officers to ensure these are correct and are displayed  | We do ask for confirmation from the garage undertaking the 6 monthly check to confirm the taxi meter starting rate, to check it is the same as the rate confirmed to us by the driver.                                      |
| This is stupid unless you're a taxi driver your self. With this it can end up where a fare could cost less then it actually should. Like airport runs, parking at airports etc  | No comment to add.  |
| Trying to get a taxi on busy nights. Some drivers seem to take advantage of people and up the prices by running on different bands.   | No comment to add.  |
| Protect customers from extortionate fares.  | No comment to add.  |
| Given the track record of the licencing department at SKDC if this rule was implemented there would be no operators left in Grantham.   | No comment to add.  |

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| A company or driver has the right to charge what they want its not up to skdc to stop people earning a living          | No comment to add.  |
| A maximum fare scale will make it a target.  | No comment to add.  |
| Should be inflation related.. I've sat on the rank for 2hrs and got a £3.20 job.. Same rates as TFL should be adopted. | The ability to review fare scales is set out in Local Government (Miscellaneous Provisions) Act 1976 – Making or Varying Fare Scales (S65).           |
| What right do the council have to control what can be charged. What other business do they do that to?                 | The ability to set a maximum fare scale is set out in the Local Government (Miscellaneous Provisions) Act 1976 (s65) – Making or Varying Fare Scales. |
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### **Flexible Transport Services**

The fifth and final proposal the Council would like your opinion on is in relation to Flexible Transport Services. SKDC would like to understand if there is a demand in South Kesteven to promote flexible transport services.

#### **What are flexible transport services?**

Flexible transport services are journeys in taxis and/ or private hire vehicles which are shared.

For advance bookings, the operator or person taking the booking takes the initiative to match up passengers for pre-booking. Each person using the vehicle would incur a separate fare, which would be lower than an individual hiring.

For immediate hires, a scheme could be set up by SKDC where licensed hackney carriages (taxis - not private hire vehicles) can be hired by individuals at ranks or other designated locations for a separate fare.

This initiative also includes a 'restricted public service vehicle operator licence' which owners of taxis and private hire vehicles would be able to apply for. The vehicle owner can then use it to provide a bus service for up to 8 passengers.

Q12. To comment on any aspect of this concept, please use the space below:

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| If they want to share then use a bus.! Who's to say a sex offender flags down a cab with my daughter already in it.. Crazy idea.  | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement |
| This will involve new meters or new meter set ups as SKDC requires a meter to be installed in taxis. Another cost. The proposed system would not be workable, people hire a taxi for many reasons one is not to share with "strangers". There is already system in place that works THEY'RE CALLED BUSES!!! | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement |
| If this goes ahead the customer MUST be fully made aware of this and agree to doing it. A lot of people, especially elderly, vulnerable and disabled people, may not be aware that this is an option or that they're agreeing to it   | No comment to add.  |
| Seems as if this would be too complicated to implement efficiently.   | No comment to add.  |
| Anything that improves transport access is welcome provided vehicle and driver suitable. It   | No comment to add.  |

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| <p>makes sense economically to have people share part journeys.</p>  |  |
| <p>No because they may start to force the service on people who for health reasons don't want to share but they won't offer a choice tgey will say tgey will but won't tgey will say its that or nothing</p>   | <p>No comment to add.</p>  |
| <p>Shared-use options are welcome BUT all vehicles must be disability accessible or it simply isn't 'shared' in the true sense of the word. A wheelchair user has little or no hope or using a taxi under current circumstances nor according to these new proposals</p>   | <p>No comment to add.</p>  |
| <p>Shared-use options are welcome BUT all vehicles must be disability accessible or it simply isn't 'shared' in the true sense of the word. A wheelchair user has little or no hope or using a taxi under current circumstances nor according to these new proposals</p>   | <p>No comment to add.</p>  |
| <p>Concerning Stamford taxis, doing anything that will make the fares more affordable is worth pursuing.</p> <p>If more people in the Stamford area knew of this survey, I have no doubt you would be inundated with complaints like these.</p> <p>I know of several people who have complained about this to South Kesteven Council, only to be told that taxi firms can set their own rates due to the current policy. That means policies MUST be amended to better serve the people of Stamford and surrounding areas.</p> | <p>No comments to add.</p> <p>The consultation was advertised via newspapers, social media, letters to licence holders and emails to interested groups via our Community Engagement Team.</p> <p>Currently SKDC use a de-regulated fare, whereby a suggested fare scale is available, however it is down to drivers to decide the fare scale they wish to follow, as long as it is lodged with us prior to them charging it.</p> |
| <p>Absolutely ridiculous idea that will only encourage people to shy away from using our services. Say, for instance, that a parent has put their 10 year old child in a taxi to take to their grandparents house, then you have the possibility of another passenger (complete stranger) getting into the taxi as well. This would surely cause a child to become scared in this situation</p>  | <p>No comments to add.</p>   |
| <p>If I order a taxi I don't want to be sharing with people I don't know! I wouldn't feel safe and I like privacy. I choose to use a taxi rather than take a bus due to not wanting to share.</p>  | <p>No comments to add.</p>   |
| <p>I personally would not be interested as I do not do regular school contracts because I do not want to be tied down, preventing me being able to cover all the other work I get being available when the majority of companies are not available till after the school rush</p>  | <p>No comments to add.</p>   |
| <p>Customer like privacy.</p>  | <p>No comments to add.</p>   |

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| I have absolutely no opinion on this topic   | No comments to add.   |
| People book taxis when they aren't even ready for them. At the allocated, time. People also want to stop at a shop or they want to stop and pick somebody else up on the journey. I can not see how this would work. And I as a operator driver would not be interested in doing this at all.  | No comments to add.   |
| It would   | No comments to add.   |
| As long as there remains the choice to not use this service then it is a good option potentially, I would have major concerns around late night services for single women and services for children though.  | No comments to add.   |
| It's a nice idea, but would be open to abuse and encourage touting and arguments between, passengers, between taxi drivers and between taxi drivers and their passengers. In my experience it's best if passengers arrange between themselves if they want to share a taxi and agree how it should be paid for and who is to be dropped off first, etc. Pre booking an agreed fare for multiple drops (provided it doesn't exceed the total metered fare) is a very good idea and something which pub landlords, for example, might utilise to get their customers home at closing time. | No comments to add.   |
| I did a job to London once in a 9 seaters mini bus when the trains were down and the guy who rang up and booked me would let anybody else get in my car even though going to the same place, I didn't want anymore money I just thought it was ridiculous driving with 1 person such a long way  | No comments to add.   |
| People travel in taxis because they feel safe in a taxi, I have serious safety concerns if strangers share taxis, an old lady could end up in a taxi with a drug addict.<br><br>Would keep prices down for the consumer and keep the number of journeys down.  | No comments to add.<br><br>This would form part of any implementation considerations, but it is anticipated that this would result in lower fares for the public. |
| well that's depends on the rules you will set up.  | No comments to add.   |
| This will not work !!  | No comments to add.   |
| Can not gaurantee SAFETY of passengers.  | No comments to add.   |
| This is a definite no from me. As a mother with two children, if I order a taxi, I don't want to be sharing a taxi with a complete stranger. I feel this is such an unsafe proposal  | No comments to add.   |
| I believe again council is thinking totally against taxi drivers . We do share taxi if customer agree so no point introducing this with bus. If you want to finished taxi trade then go ahead . I totally didn't   | This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions          |

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| get it who and where this kind of unpractical idea and decisions taken. We really need council to invite representer from taxi driver before such meeting take place where they have no idea what they doing and what is ground reality . Totally disappoint and will take further actions if needed if these changes go ahead. Because all these changes are unfair to taxi trade | relating to this and to gauge opinion as this is not a current requirement   |
| In Grantham a lot of people is unemployed.   | No comment to add.   |
| Some of the questions were a bit confusing I reckon. What is flexible transport? Bungee jumping off st walfrums Church? If my car passes all its tests that are required, it should not be told by ego idiots that it can't be used as a taxi. 450 taxis in SKDC will not have any impact on saving the world. Regards Barry.  | Currently there is no flexible transport scheme within SKDC and therefore the nature of the scheme is not known.<br><br>This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement. |
| I'm a Hackney not a bus service why should we lose money going different places to give cheap fares. I'm in this business to make money not give it away   | No comment to add.   |
| People should have a choice who they share a taxi with   | No comment to add.   |
| How about we are paid bonus for these incentives   | Currently there is no flexible transport scheme within SKDC and therefore the nature of the scheme is not known, but this could form part of the consideration, if the consultation shows a demand for this.   |
| My clients are usually business people. They would not want to share with some dirty Herbert.  | No comment to add.   |
| Thought LCC were already doing this with call connect on a private hire plate??  | LCC do operate Call Connect. This consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion as this is not a current requirement.  |
| No need for promotion at council level. This can be done by competing companies.   | No comment to add.   |
| Sounds too complicated to even know what this means for the general public   | No comment to add.   |
| Not everyone likes to share. You don't know if the other person has health issues that could affect them if they are to share a taxi with someone they don't know. This is a ridiculous idea.  | No comment to add.   |
| Probably difficult to administered and concerns over passenger safety  | No comment to add.   |
| How could this possibly operate? This is so ridiculous that it does not deserve a comment.   | No comment to add.   |

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| Taxis run fine as they are don't try and re invent the wheel   | No comment to add.  |
| Uber does this and it works very well. It is insane that taxi drivers cannot pick up more than one person at the station and figure out a ride share. It will also help reduce people being left stranded without a taxi home.   | No comment to add.  |
| Who wants to share, nobody, especiall vunrable people.   | No comment to add.  |
| Very dubious subject.. what if my daughter is matched with a known sex offender or drug addict going to buy their drugs..? Definite No.  | No comment to add.  |
| It is the customers right to privacy and ther choice whether to travel with others, nothing to do with the council or the taxi companies.  | No comment to add.  |
| <b>Any other comments or feedback</b>  |   |
| Have Licensing out on a Friday and Saturday night and see how many guys are driving illegally on a friend's badge.   | Ad hoc monitoring and enforcement with Lincolnshire Police is undertaken throughout the district, as well engagement with taxi drivers and licensed premises as part of the Safer Streets initiative in Grantham.           |
| Would just like to add costing to SKDC for plate and badge applications. Why for a small town do we have one of the highest costs in the country.  |   |
| Taxis play a vital role in transport in this area. Especially for those without a car, mobikity issues or unable to drive. A&E users can be stranded in Lincoln or elsewhere and rely on taxis to get home in the early hours.   | No comment to add.  |
| I think there should also be a more advertised complaints policy so that if you have a rude abusive taxi driver or had someone been inappropriate etc that you can report the behaviour in confidence  | We can look to improve the method of reporting.   |
| My daughter has been refused a taxi many a time in Stamford as the the taxi drivers trip was too short. Town to Lonsdale Road. Please ensure this is stopped as it meant she had to walk home in the dark alone Too many taxi in Stamford. It was much better when only local taxi ranks could operate in the area | The existing policy does in Appendix G – Code of Conduct outline that drivers should place the safety and well-being of passengers before any personal or commercial goals, therefore short journeys should not be refused. |
| Availability of taxis in Grantham, especially during school run times is dire. Something needs to be done to address this.   | As taxis are run by independent people/companies as a local authority we are unable to mandate when they wish to operate.   |
| I really want to know why the people of Stamford have been fobbed off with "it's policy" when complaining about the Stamford taxi prices.  | Currently SKDC use a de-regulated fare, whereby a suggested fare scale is available, however it is down to drivers to decide the fare scale they wish to follow, as long as it is lodged with us prior to them charging it. |

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| <p>If the policy does not work for the people they exist for then they must be revised. Councils and policies exist to benefit the public. Please take this opportunity to do the right thing.</p>   | <p>The consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion, which the Licensing Committee will consider as part of their fare scale considerations.</p> |
| <p>I think its important that people are respected</p>   | <p>No comment to add.</p>   |
| <p>It appears that SKDC Licensing have to follow Government procedure's which have to be implemented anyway which really makes this survey irrelevant on our thoughts.</p>   | <p>The consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to various aspects, which the Licensing Committee will consider further with regard to how the policy is updated.</p>     |
| <p>Help the south kesteven drivers be competitive in prices against other councils. We pay to much.</p>  | <p>No comment to add.</p>   |
| <p>Your 5 year old ruling has made it nearly impossible le to run a taxi service as the vehicles are prohibitively expensive unless you are willing to purchase smaller and poor specification vehicles which do not provide the space and comfort that should be accredited to a public hire vehicle .</p>                            | <p>No comment to add.</p>   |
| <p>during speed watch sessions we fairly regularly come across taxis that have no valid MOT and hence no valid insurance - far harsher penalties should be introduced for both the owners as well as the drivers to make it really uneconomical to operate taxis without valid MOTs</p>  | <p>The DVLA website showing that an MOT is not current, is not an issue as 6 monthly compliance tests are required and the certificate issued by an approved garage complies with the regulations prescribed by Section 45 of the Road Traffic Act 1988.</p>                                  |
| <p>Limit the amount of drivers in the town there are to many and also control some of them better the behaviour is awful and makes the rest look silly!!</p> <p>Also the age on the cars make it back to how it was before 7 years when first reg and 10 years old before they end not 5 the price of the car goes up dramatically</p> | <p>The guidance issued by the Department for Transport following the consultation confirms their previous advice that they do not consider taxi quantity restrictions as best practice.</p>   |
| <p>If it's not broke, don't try to fix it</p>  | <p>No comment to add.</p>   |
| <p>Need to be careful not to over regulate or impose restrictions where none needed. It is surprising there is no test of drivers ability to obtain a licence to transport public for a fee</p>  | <p>No comment to add.</p>   |
| <p>The SKDC staff need to make regular visits to the hackney ranks as drivers from other councils park on our ranks as well as general public park on rank in Deeping.</p>   | <p>Ad hoc visits are made by Licensing staff covering the whole district.</p>   |
| <p>I thinking to save this trade council need to help rather then putting us into more difficult things. We really want council to make a policy where other council plated taxi can't work in south Kesteven . At the moment Ace cabs and Premier taxi hiring</p>   | <p>As a licensing authority we are unable to ban vehicles licensed outside of the area are able to drop off fares or pick up prebooked fares from within our district. However they should not be plying for trade whilst within our district.</p>  |

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| <p>Rutland plated taxi which hitting local trade really badly. I believe you should do a urgent action to stop hiring them into Skdc when times are hard and local taxi drivers already struggling</p>   |   |
| <p>Taxi drivers take the drunks of the streets late at night. If we were not here vandalism and trouble would be far worse. Stop this age policy nonsense you have. Support us please. Regards Barry Drake</p>   | <p>No comment to add.</p>   |
| <p>When will you make drivers wear there badges</p>  | <p>It is a policy requirement that badges are work (Appendix E &amp; F) and when this is seen during monitoring/enforcement visits or reported to us (with evidence) action is taken.</p>                           |
| <p>Instead of making things easier it seems to be only harder. Cars cost more, fares are low, council fees are high, why licence is only for 3y per person? Why is it limited? and only 1y per car? Why not until car is 10y o or 12?</p>  | <p>The Town &amp; Police Clauses Act 1847 specifies that hackney carriage licences are only issued for 1 year as does the Local Government (Miscellaneous Provisions) Act 1976 for Private Hire Vehicles.</p>       |
| <p>£50 car check every 6 months is extreme when we have an MOT anyway. It's a nuisance to get it done so frequently and it's costly. Is it really necessary?</p>   | <p>The safety of the travelling public is the primary concern and the frequency of the compliance check has been concluded as suitable by the Licensing Committee.</p>  |
| <p>Please come the council get Up-to-date, like other councils and have a standard MOT instead of the long-winded effort and waste of paper that is used at the moment.</p>  | <p>The compliance tests by an approve garage complies with the regulations prescribed by Section 45 of the Road Traffic Act 1988 and been concluded as suitable by the Licensing Committee.</p>                     |
| <p>Hopefully sense has finally been seen regarding the age of the vehicles, yes i understand the need for euro 6 vehicles but this should not mean a 5 year age restriction.</p>   | <p>No comment to add.</p>   |
| <p>Yes if SKDC want to put greater control on the taxi trade GREAT!! But get your house in order over illegal/ unlicensed uber drivers operating in town, Make it a condition that lincencing offices do more spot checks at 01.00 hrs/ night time to see what's really going on in the town.</p>  | <p>Ad hoc monitoring and enforcement is undertaken throughout the district and as part of the Safer Streets initiative in Grantham.</p>   |
| <p>I also think that private hire companies that the drivers work for(often on a self employed basis) should publish the status of the company itself (eg if limited company, private etc) as currently there is one private hire company that has been liquidated but is still trading). Service users should know whether the car they are getting into is from a reputable company and contracts made on these companies should be reviewed regularly to ensure that these contracts can be reviewed and procurement procedures are being followed.</p> | <p>No comment to add.</p>   |
| <p>I have seen many Foreigners using g p s for guide instead of actually knowing the local route This should be a requirement to know the local routes before issuing a hackney license</p>  | <p>Hackney Carriage drivers have to undertake knowledge tests for the area that they will predominantly drive as they are unable to pre-plan their route when they are first licensed by SKDC. GPS can be used.</p> |

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| <p>The issue should have been about the age requirement for licensable vehicles eligible for hackney use. The ruling should never have been changed as it falls foul of central Government policies. Level the playing field with other districts before you start talking about pricing or ridiculous issue like shared journeys.</p>   | <p>When the age of vehicles was changed previously it was on the basis of guidance, it was not a statutory requirement (meaning it must be followed) therefore it was not contrary to Government policies.</p>  |
| <p>Please start officially recognising Uber in Grantham to bring the town into line with the rest of the modern world</p>  | <p>If Uber wishes to apply for an Operators licence as required, it would be given due consideration.</p>   |
| <p>Random badge checks on a weekend night time.. I know of several driver's who let their friends use their car who aren't Licensed to earn a few hundred quid over the weekend and take a cut from the driver..</p>   | <p>Ad hoc monitoring and enforcement is undertaken throughout the district, as well engagement with taxi drivers and as part of the Safer Streets initiative in Grantham.</p>   |
| <p>Ok covid has damaged the taxi industry. High cost of living is making people stop at home more instead of socialising so insurance and running a taxi has gone up .Plus to buy a 8 seater minibus is £50,000 pounds without a disabled ramp that's £6,000 pounds and a test for a ramp every year or sooner depends on age it wouldn't be viable because of the cost or the income has dropped consistently after Covid and it's still not picking up . It's just not going to be worth carrying on anymore with the expense paying out and the return profit it just soulmate . Council need to look at the cost of vehicles</p> | <p>The consultation is as a result of updated guidance being issued by the Department for Transport and we are therefore consulting to understand opinions relating to this and to gauge opinion, which the Licensing Committee will consider as part of their fare scale considerations.</p> |
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