

Licensing

From: Christopher Pipe [REDACTED]
Sent: 29 May 2020 12:34
To: Licensing
Subject: RE: Consultation - Taxi Handbook and Policy
Attachments: Amended Additional Items to Policy with comments by C Pipe.docx

I attach my comments on the proposed amendments.

Christopher Pipe

AMENDED/ADDITIONAL ITEMS TO POLICY	COMMENTS
<p>Drivers</p> <p>2.10 Successful applicants will be notified in writing, and issued, with the appropriate licence. Those who are granted a driver's licence will be issued with a driver badge, which will remain the property of the council and must be surrendered when the licence is suspended, revoked or has expired.</p>	
<p>Knowledge Test</p> <p>2.15 You will need to pass the Council's Knowledge Test as part of the application process. The test will include multi-choice questions on Licensing Conditions, the Highway Code, knowledge of the area and literacy and numeracy and it will be conducted online at the Council offices.</p>	<p>I wonder if this extra bureaucracy is necessary. Taxi drivers in North Norfolk have always (in my experience) rapidly acquired the necessary knowledge the area without the formality of a test; and if they do not have knowledge of the Highway Code they shouldn't hold a driving licence. And do you have evidence that some NNDC taxi drivers lack the requisite literacy and numeracy?</p>
<p>Refund of Licence Fees – (not applicable to Insurance/Lease vehicles)</p> <p>2.24 In the event that a driver, vehicle or operator licence is not granted then the Council will refund the licence application fee. This does not apply to the other fees e.g. knowledge test, medical and DBS disclosure application.</p> <p>2.25 Should a vehicle or operator licence be surrendered during the life of the licence then a pro-rata refund (less admin fee) will be given for the unexpired portion of the licence. The date will be calculated from the date the licence is returned to the Council. Refunds will not be given for licences that are suspended or revoked.</p>	

(Pages omitted where no responses given)

<p>calendar year following revocation.</p>	
<p>Lost Property</p> <p>7.32 If any property accidentally left in the vehicle by any person who may have conveyed therein is found by or handed to the driver, it shall be reported to the Police via telephoning 101 and obtaining a report number. It shall be taken as soon as possible and in any event within 72 hours (if not claimed by or on behalf of its owner) to a convenient police station and left in the custody of the officer in charge and a receipt obtained for it.</p>	<p>If followed to the letter, this would prohibit drivers returning to the owner any property found in the cab. I have often found wallets, bags and shopping and have been able to return it to the owner without the need to involve the police, which would have resulted in undue delay.</p> <p>On occasion, too, I have found a credit card and taken it to the nearest branch of the bank concerned, which seemed a quicker and more direct way than taking it to the police; was I wrong?</p>
<p>Passenger Transport Badge Holders</p> <p>7.40 If a licensed driver holds a badge with Norfolk County Council to carry passengers on school or other contracts, and that badge is suspended or revoked by the County Council, the driver shall notify the Council, in writing, within 72 hours.</p>	
<p>Smoking and Electronic Cigarettes</p> <p>7.41 The driver must not smoke, or permit any passenger to smoke, in a licensed vehicle at any time. This includes the use of Electronic Cigarettes (e-cigs), Personal Vaporizers (PV) and Electronic Nicotine Delivery Systems (ENDS) which are also prohibited.</p>	
<p>Failure to provide Information</p> <p>7.42 It is the driver's responsibility to provide the following information throughout the term of their licence:</p> <ul style="list-style-type: none"> • DBS check every 3 years; • Annual DVLA check; • Medical Certificate in accordance with condition 2.13; <p>Failure to provide this information throughout the term of the licence may result in the suspension of the driver's licence by officers under delegated authority or referral to the Licensing Sub Committee for determination.</p>	

Licensing

From: Mark Griffin [REDACTED]
Sent: 30 May 2020 12:53
To: Licensing
Subject: RE: Consultation - Taxi Handbook and Policy
Attachments: Amended Additional Items to Policy.docx

Please see attachment

'X

Regards
Mark Griffin

From: Licensing <licensing@north-norfolk.gov.uk>
Sent: 29 May 2020 11:53
To: Licensing <licensing@north-norfolk.gov.uk>
Subject: Consultation - Taxi Handbook and Policy

Dear Sirs

Consultation on North Norfolk District Councils Hackney Carriage and Private Hire Policy and Handbook Edition 4

As an authority, we have followed good practice guidelines and we review our Taxi Policy and Handbook every 3 years. It was last amended in 2012 and edition 3 published. The policy was reviewed in 2015 and again 2018 with no amendments made.

We have updated the Policy and Handbook and it is currently in a draft format. Attached is the draft policy and handbook and a summary of the changes. The consultation is also on our website.

Should you wish to respond to the changes, please return the attached summary of changes with your comments either by email, post by 25 August 2020. Any responses received after this date will not be included in the consultation.

Yours faithfully



Lara Clare
Licensing Enforcement Officer

AMENDED/ADDITIONAL ITEMS TO POLICY	COMMENTS
<p>Drivers</p> <p>2.10 Successful applicants will be notified in writing, and issued, with the appropriate licence. Those who are granted a driver's licence will be issued with a driver badge, which will remain the property of the council and must be surrendered when the licence is suspended, revoked or has expired.</p>	
<p>Knowledge Test</p> <p>2.15 You will need to pass the Council's Knowledge Test as part of the application process. The test will include multi-choice questions on Licensing Conditions, the Highway Code, knowledge of the area and literacy and numeracy and it will be conducted online at the Council offices.</p>	<p>Agreed to point, but what about an operator like me that has telephone numbers in Fakenham, Wells, Holt and Cromer. Our drivers are in a different part North Norfolk every day and its impossible to know street names across that area.</p>
<p>Refund of Licence Fees – (not applicable to Insurance/Lease vehicles)</p> <p>2.24 In the event that a driver, vehicle or operator licence is not granted then the Council will refund the licence application fee. This does not apply to the other fees e.g. knowledge test, medical and DBS disclosure application.</p> <p>2.25 Should a vehicle or operator licence be surrendered during the life of the licence then a pro-rata refund (less admin fee) will be given for the unexpired portion of the licence. The date will be calculated from the date the licence is returned to the Council. Refunds will not be given for licences that are suspended or revoked.</p>	

(Pages omitted where no responses given)

<p>Age Requirement</p> <p>3.9 All hackney carriage and private hire vehicles will not normally be considered for licensing unless they are under 10 years of age from date of first registration (date as shown on DVLA registration document). Vehicles presented for licensing that are less than 5 years of age will require an annual Vehicle Inspection Report to be completed by one of the nominated garages. Vehicles over 5 years will be required to have a Vehicle Inspection Report every 6 months:</p>	<p>I think the idea of paying for a 1 year license on vehicle under 5 years is ok but those over 10 years old should receive 6 monthly plates for the cost of the 1 year license.</p> <p>I don't really agree with this change as someone like me that has around 30 plus vehicles will have around 30 MOT'S and around 60 Taxi tests which is going to be a very costly expense for an operator of my size on top of the several hundred thousand pounds that it already costs to run a taxi company.</p>
<p>Vehicle Specifications</p> <p>3.16 The vehicle shall have side opening doors for each passenger (designed for the purpose of permitting persons' access to/from the interior) - any lift-up tailgate shall not be included; or a vehicle shall have three side opening doors (designed for the purpose of permitting persons' access to/from the interior) and two rear opening doors (designed for the purpose of permitting persons' access to/from the interior).</p> <p>3.24 Estate versions of saloon vehicles fitted with seats in the rear luggage compartment may be licensed for more than 4 passengers, but the operator/proprietor must inform the customer that the vehicle has seats in the rear luggage compartment at the time of booking.</p> <p>3.25 The vehicle shall have a sufficient engine capacity (usually considered as 1400cc). Any hybrid/LPG, electric or other alternatively powered vehicle must have an engine size that is sufficient for use at full capacity.</p>	

External/Internal Advertising and Signs

3.77 The Council will allow advertisements to be placed upon a vehicle subject to the following:

- The proprietor of a licensed vehicle shall not display or permit to be displayed on the vehicle any sign or advertisement whatsoever unless written permission has been obtained from the Council.
- Advertising is to be limited to the back door panels of licensed vehicles only. Advertising on parts of the vehicle in addition to the back door panels may be considered but only after prior written approval of the Council has been given. However, no advertising will be permitted on the windows of the vehicle.
- All advertisements shall comply with the British Code of Advertising Practice and shall be in a form acceptable to the Advertising Standards Authority. The Council reserves the right to require the licensee to withdraw from display any advertisement which may be considered inaccurate, misleading, unlawful, defamatory, in bad taste or of an unacceptable standard.
- No advertisement will be permitted that relates to or advertises alcohol, nudity, gambling, smoking materials or others of a political nature.
- The same advertising must be displayed on the nearside and offside doors of vehicles.
- Any advertising may cover both back doors.
- Advertising may not be stuck over door trims. Door trims may not be removed to accommodate advertising.
- In the case of Private Hire Vehicles advertising is subject to the specific exclusion of the words "taxi" or "cab" the use of which will not be permitted.

I think any operator should be able to advertise their own company on a vehicle they own on any part of the vehicle, my new logo spreads across front and back doors.

North Norfolk District Council
Outline of changes to Policy and Handbook Edition 4



<p>Sub Committee for determination. Additionally, points may be applied to the driver's NNDC licence in accordance with the NNDC penalty points system.</p>	
<p>Safeguarding Training</p> <p>7.43 All existing licensed drivers and new combined driver applicants will be required to undertake Safeguarding Training as prescribed by the Council.</p>	

Addition to these new rules I think that obtaining an operators license should be made a little more difficult as there is so many one man bands driving around in rotten cars with no care in the world about their customers they book runs in then don't turn up for their customers because better jobs have come in for them, this gives us good operators that actually have a passion for the trade a bad name.

If a driver applies for an operator's license then I believe the council should contact the operators that this driver has worked for a call to see why they no longer work there, in my business we very rarely have drivers leave to start on their own unless we have let them go due to their incompetence to provide a professional service or generally lack common sense if that's the case they lack those points to run their own operation.

Also, there are a few operators that don't live in side North Norfolk that have obtained an operators license by using a friend's address which I think is totally unacceptable and should not be allowed to do.

Mark Griffin,

Tinys Taxis and A1 Cabs of Cromer

Licensing

From: Matthew Hawkes [REDACTED]
Sent: 01 June 2020 13:13
To: Licensing
Subject: Amendments to Policy and Handbook
Attachments: Anglian Chauffeur Service expanded thoughts on NNDC Version 4 HC&PH Policy & Handbook.pdf; Amended Additional Items to Policy returned to NNDC.docx

Hello Lara,

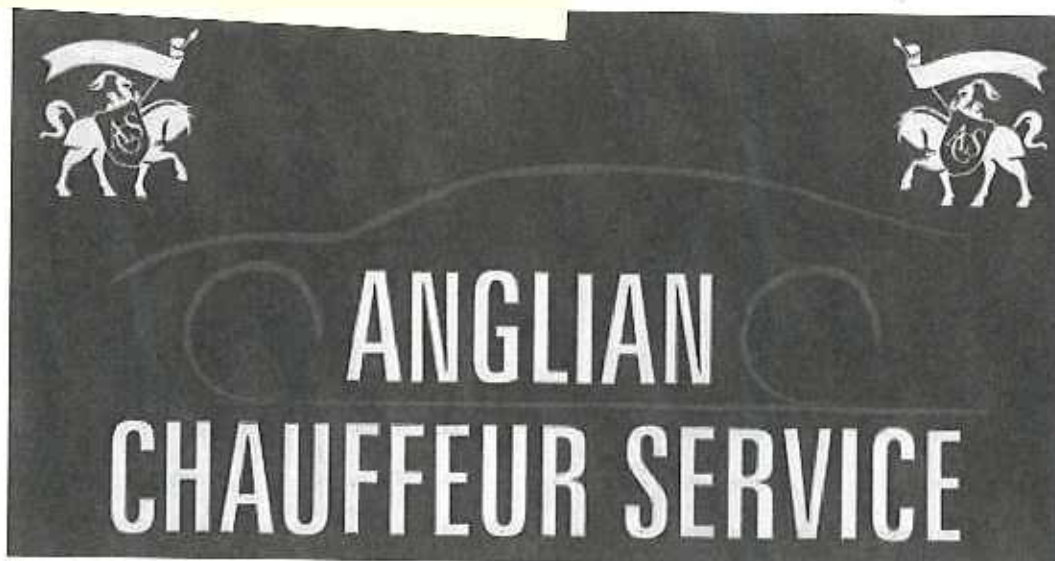
I hope you are well and are keeping safe.

Thank you for asking for input into the latest version of the handbook. Attached is the document you sent for comments and I've taken the liberty of expanding my thoughts in the pdf. I fully support the Purpose, Aim and Objectives of the Licencing Department and hope it will be broadcast to the general public so that they know a better private hire and hackney carriage industry is there for them.

Many regards,

Matt.

[REDACTED]
MTS



In great support of the revised Purpose and Objectives of Licensing ("Safe Drivers")

What is a safe driver?

Being a safe driver means being alert, always driving to the conditions of the road environment and being ready to take action at any time.

Characteristics of a safe driver:

Optimistic: they feel capable of handling all driving situations.

Considerate of others: e.g., they make room for other drivers to enter the lane.

Discerning: they know the difference between correct and incorrect behaviour behind the wheel and choose to do the right thing.

They use good judgment and act appropriately: e.g., they do not rush across an intersection on a yellow light.

Content with the driving situation: e.g., they are not anxious about traffic.

Careful and attentive to the driving task

Emotionally stable: they take things as they come and do not overreact.

Rational decision makers: they make decisions based on facts, not feelings.

At Risk drivers:

Excessively happy, over-the-top in most situations

Over-confident in driving abilities

Insecure, tentative about driving

Unconcerned, dismissive, likely to "blow off" authority figures, traffic rules and regulations

Impatient with traffic, long lights, or slow drivers

Aggressive or insistent on having their way

Impulsive

Six major driving errors:

1. Lack of a safe driving attitude
2. Failure to obey traffic laws
3. Bad judgment/poor decision-making
4. Lack of courtesy for other drivers
5. Lack of driving knowledge
6. Failure to maintain your car

My professional driving career extends 30 years and in all those years from my Car Test through HGV Class 1, PSV and Motorcycle the only way of establishing whether a driver is safe or not is to physically test the competence.

There have been at least 3 systems I have received driver/rider training:

Drivotech Driver Training whilst being employed by Sainsbury's as a Grocery On-line Driver.

The 5 Keys of the Smith System (Smith System Driver Improvement Institute Inc.) PSV Training at First Norwich

1. Aim High in Steering – Looking further ahead than other drivers
2. Get The Big Picture – Seeing more around you than other drivers
3. Keep Your Eyes Moving – Be more aware than other drivers
4. Leave Yourself An Out – Positioning in traffic better than other drivers
5. Make Sure They See You – Making yourself more visible than other drivers

Roadcraft and Motorcycle Roadcraft – The System (Used by Police Drivers undertaking Police Driver/Rider Training)

The Roadcraft system of car/motorcycle control is a methodical approach to hazards which increases driver safety by giving more time to react to the complex situations faced by drivers.

Was introduced to this when completing Norfolk Constabulary's Safe Rider Training.

The 4 Levels of Competency in Goals for Driver Education considers driver training beyond the basic operating of the vehicle and is designed to produce safer drivers through reflection on self and changing behaviours with positive attitudes and a better awareness of other road users.

How will NNDC ensure that all Licenced Drivers are "safe drivers" and what system will be used to provide consistency across North Norfolk. I will never turn down the opportunity to improve on my driving skills.

In great support of the revised Purpose and Objectives of Licensing ("First Class Customer Service")

What is Customer Care and Service Quality?

In the services industry, the provision and delivery of services involves a variety of interactions between providers and their customers. In particular, drivers are instrumental in the creation and provision of service quality and, in so doing, they need to 'care' for the customer.

The concept of 'customer care' is concerned with customer satisfaction: putting the customer first, anticipating needs and problems, tailoring products and services to meet needs, and being 'nice' to the customer. It also includes: service to the customer; delivery/operations; employee relationships with customers; and internal relationships between employees and management.

Further, customer care/service quality programmes may be integral to total quality management initiatives within these organizations.

Having worked in the tourism and leisure industries I have been fortunate to have received Welcome Host training and have recently updated this with the Welcome Host Gold Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism. As far as I'm aware I am the first and only Private Hire driver to have completed this level of customer service training.

I hope that when NNDC expects licenced operators to provide a first class customer service this is the qualification that is set as the minimum standard.

Whilst employed at Marks & Spenser during the time of Stuart Rose I was again very fortunate to be part of the mass customer service training that all employees received from Mary Guber.

In great support of the revised Purpose and Objectives of Licensing ("Safeguarding Training")

What is Safeguarding Training?

Safeguarding training is the perfect way to ensure that a driver has the skills that they need in order to be able to provide a service that protects children and young people and vulnerable adults.

Some of this is covered in customer service training but specific training will highlight key factors for greater awareness.

Not since I worked as a multi-activity instructor here in Norfolk and countrywide have I received any Safeguarding Training. Although NNDC licenced drivers have the enhanced DBS, a document does not give you the skillset to deal with vulnerable people.

I am pleased that this is something that will be not only available but essential in the application process.

In great support of the revised Purpose and Objectives of Licensing ("Knowledge Test")

What a great idea, as much of Norfolk's economy is associated with the tourism and travel sectors we are on the front line being some of the first people our visitors meet. They will be keen to ask questions on all aspects of life in Norfolk, where to visit, eat and stay. It is vital that visitors to Norfolk have a great initial experience.

Would NNDC allow Private Hire and Hackney Carriages to display or provide a visitor's guide to North Norfolk for passengers to read and take away?

I provide chauffeur guided tours of Norfolk for my clients and do my best to promote North Norfolk and the SMEs in the smaller rural locations.

If NNDC's Knowledge Test gives other drivers the confidence to pass on their knowledge to their passengers, North Norfolk will have the opportunity to receive great comments from visitors and local people.

AMENDED/ADDITIONAL ITEMS TO POLICY	COMMENTS
<p>Drivers</p> <p>2.10 Successful applicants will be notified in writing, and issued, with the appropriate licence. Those who are granted a driver's licence will be issued with a driver badge, which will remain the property of the council and must be surrendered when the licence is suspended, revoked or has expired.</p>	
<p>Knowledge Test</p> <p>2.15 You will need to pass the Council's Knowledge Test as part of the application process. The test will include multi-choice questions on Licensing Conditions, the Highway Code, knowledge of the area and literacy and numeracy and it will be conducted online at the Council offices.</p>	<p>Is this for all existing licensed drivers and new combined driver applicants, just new applicants or at the time of renewal?</p>
<p>Refund of Licence Fees – (not applicable to Insurance/Lease vehicles)</p> <p>2.24 In the event that a driver, vehicle or operator licence is not granted then the Council will refund the licence application fee. This does not apply to the other fees e.g. knowledge test, medical and DBS disclosure application.</p> <p>2.25 Should a vehicle or operator licence be surrendered during the life of the licence then a pro-rata refund (less admin fee) will be given for the unexpired portion of the licence. The date will be calculated from the date the licence is returned to the Council. Refunds will not be given for licences that are suspended or revoked.</p>	

<p>Age Requirement</p> <p>3.9 All hackney carriage and private hire vehicles will not normally be considered for licensing unless they are under 10 years of age from date of first registration (date as shown on DVLA registration document). Vehicles presented for licensing that are less than 5 years of age will require an annual Vehicle Inspection Report to be completed by one of the nominated garages. Vehicles over 5 years will be required to have a Vehicle Inspection Report every 6 months:</p>	<p>Am I to understand that this will result in just the expense of an additional Vehicle Inspection if I have a vehicle over 5 years?</p> <p>With a vehicle of over 5 years will my vehicle licence also be for 6 months and if so will this be half the cost of a 12 month licence?</p> <p>Will my plates for a vehicle over 5 years only be valid for 6 months?</p>
<p>Vehicle Specifications</p> <p>3.16 The vehicle shall have side opening doors for each passenger (designed for the purpose of permitting persons' access to/from the interior) - any lift-up tailgate shall not be included; or a vehicle shall have three side opening doors (designed for the purpose of permitting persons' access to/from the interior) and two rear opening doors (designed for the purpose of permitting persons' access to/from the interior).</p> <p>3.24 Estate versions of saloon vehicles fitted with seats in the rear luggage compartment may be licensed for more than 4 passengers, but the operator/proprietor must inform the customer that the vehicle has seats in the rear luggage compartment at the time of booking.</p> <p>3.25 The vehicle shall have a sufficient engine capacity (usually considered as 1400cc). Any hybrid/LPG, electric or other alternatively powered vehicle must have an engine size that is sufficient for use at full capacity.</p>	

<p>Roof / Boot Racks & Bullbars</p> <p>3.32 No roof, boot racks or bullbars may be fitted to licensed vehicles during the currency of the licence.</p>	<p>To meet the needs of my clients I have recently invested in a towbar, a towbar mounted cycle carrier and a towbar mounted box for golf clubs and hiking equipment for the provision of tourism and leisure visits to Norfolk from other areas of Great Britain. It is not a trailer as it does not have wheels so are you labelling this as a boot rack.</p>
<p>Carriage of Portable Oxygen Tanks</p> <p>3.33 Hackney carriage/private hire vehicle drivers will accept the carriage of portable oxygen tanks for passengers that require their usage for medical purposes.</p>	
<p>Vehicle Testing</p> <p>3.34 No vehicle shall be first licensed or re-licensed unless the vehicle has passed the vehicle inspection at one of the Council's approved and nominated testing stations. All hackney carriage and private hire vehicles after 5 years (date as shown on DVLA V5 registration document) shall have a vehicle compliance test at an approved Vehicle Testing Station every 6 months. In addition, an authorised officer of the Council may inspect a vehicle for first licensing and/or upon renewal.</p> <p>3.35 The Council will not consider a grant or renewal of a vehicle licence unless it has been examined in accordance with the Council's Hackney Carriage and Private Hire Vehicle <u>Compliance Testing Standards</u>.</p> <p>3.36 Costs of such testing is payable by the person wishing to licence the vehicle. In addition, the history of the vehicle may be taken into consideration when determining whether the vehicle should be licensed.</p> <p>3.37 The 6 monthly compliance test certificate required for vehicles over 5 years old (see 3.34 above) must be produced to the Council within 7 days of the date of the test. Tests can be</p>	

<p>List of Drivers to be maintained</p> <p>3.84 The vehicle proprietor/licensee shall maintain a list of names and addresses of all persons that have use of that licensed vehicle. The list shall be made available to authorised officers upon request.</p>	
<p>Transfer of interest in the vehicle</p> <p>4.5 If a proprietor of a licensed hackney carriage vehicle transfers his interest, in whole or in part, in the vehicle to any other person not specified in the vehicle licence, he must notify the Council within 14 days using the appropriate form. The form must be accompanied by any fee and supporting documents.</p>	
<p>Special Event Vehicles (Entire Section is New) Section 6.1 – 6.17</p>	<p>This is the only section you refer to Executive Vehicles. Since establishing in 2016 I have received exemption from displaying plates due to the nature of my business. Am I able to continue my everyday discreet private hire business through the Special Event Vehicle Application in which you refer to only being used for special occasions and business contracts or do I have to inform my clients that the service they have become accustomed to is not available anymore.</p>
<p>General Requirements</p> <p>7.7 When a licence expires, the Council will not permit any 'periods of grace' for the submission of a renewal application unless there is evidence of exceptional circumstances, accepted as satisfactory by the Council. Where the Council accepts there are exceptional circumstances it will notify the licence holder in writing and detail the period by which the renewal application must be received by the Council.</p>	
<p>Badges</p> <p>7.21 Where a licence has lapsed, been surrendered or revoked a new application must be submitted in</p>	

<p>Failure to provide this information throughout the term of the licence may result in the suspension of the driver's licence by officers under delegated authority or referral to the Licensing Sub Committee for determination. Additionally, points may be applied to the driver's NNDC licence in accordance with the NNDC penalty points system.</p>	
<p>Safeguarding Training</p> <p>7.43 All existing licensed drivers and new combined driver applicants will be required to undertake Safeguarding Training as prescribed by the Council.</p>	<p>I warmly welcome the inclusion of Safeguard Training and as you refer to "safe drivers" which can only be identified through ongoing professional training, not just relying on a driving test someone took 30 years ago and "provide a first class customer service" again achieved through ongoing professional training it would be beneficial to have the name of the organisations the Council will appoint in carrying out this training. Highly recommend Roadcraft for driver training and Welcome Host Gold for Customer Service. Long time coming.</p>

Licensing

From: Martin [REDACTED]
Sent: 01 June 2020 13:54
To: Licensing; Cllr. Nigel Lloyd
Subject: Changes to handbook

Dear sirs

I write to you to clarify 3.16 and 3.24 with regards to doors and entrance points into the vehicle. I have got a 8 seater Vw transporter minibus licensed currently with yourselfs with the new rules you have proposed going forward does this mean I can carry on licensing this under the new rules as when loading up the Passenger's up in the very back they have to get in the rear sliding door and have to fold the seat forward to gain access to the 3 seater bench seat hope this makes sense Also could I please bring to your attention while having to have a 6 monthly mot after the vehicle is over 5 years old I think it is a good idea for the peace of mind for customer safety. With being able to take it 28 days before the date for the 6 monthly check I can't see why you would then allow a further 2 months to get the repairs done as needed if any. A 6 monthly test is a 6 monthly test not a 6 monthly test stretched to 8 months for any repairs needed for safety reasons why would you allow this Also I would like to point out why don't you allow the MOT and taxi test take place at the same time. Because why is it we can/have to go to any MOT in the UK for a MOT and then go for the taxi test at one of your chosen garages when this can be done at the chosen garage at the same time. Just thought as you was making changes to the hand book and you've ask for responses I would bring this up and maybe you could include this in the changes Look forward to your response Many thanks Mr Martin Allen Please note I have included Nigel Lloyd portfolio holder in this email

Sent from my iPhone

Licensing

From: [REDACTED]
Sent: 02 June 2020 11:50
To: Licensing
Subject: Re: Consultation - Taxi Handbook and Policy
Attachments: image001.png

Lara

In response to your email i am pleased that NNDC are trying to achieve high standards .
To give you my full view and opinion could you please answer the following questions so i can ascertain what my comments will be for the changes should i have any !! all questions are based on the new handbook proposals . Also some of the sections are confusing and contradictory as outlined in my questions below .

1. As per 2.15 which in new handbook is 2.16 !! is the knowledge test for new applicants only or new and renewal and what is the cost ?
2. What is the cost for renewal of vehicle license with taxi testing every 6 months is it still £130 for the year or will it be £65 every 6 months or £130 every 6 months ?
3. Will it be compulsory for all private hire vehicles to have signage on their vehicle as you have described as per 5.4 as at the moment i have an exemption certificate for certain jobs that i do (weddings , funerals , discreet chauffeur service) and will there still be exemption certificates ?
4. As per 3.14 you have stated that a special event vehicle (exec vehicle) is to be no older than 3 years old for first inspection yet in 6.4 you state that it should not normally be older than 5 years old . Is it 3 or is it 5 ?
5. Can you define what a special occasion is and what a special event is ?
6. Is there a difference in price cost to having a special events license to that of a normal private hire license ?
7. As my work is a combination of discreet chauffeur work , weddings , special events and private hire what license would i come under and as you know i have a lot of high end custom that use my services as i am also a licensed Close Protection Driver/Officer whom they use me as i do not display anything that resembles a private hire vehicle/taxi and my one and only vehicle is an executive vehicle . Therefore will i continue as i am with Private hire license and exemption certificate ?
8. As per 7.43 and the safeguarding training who will do the training and is there a cost for a course and certificate and will it be run by NNDC and will it be compulsory for new applicant or new and renewal ?
10. Last but not least when do these proposed changes come into effect and what is the proposed time frame ?

Regards
Chris Cockrell
Chauffeur Manager
Near and Far
[REDACTED]

Licensing

From: [REDACTED]
Sent: 17 June 2020 10:20
To: Licensing
Subject: Stalham Cabs

Good Morning,

With reference to the amended handbook i have an question concerning our wheelchair vehicle plate number HC22. The ramp size you say should be 750mm in width our ramp is 720mm, the length you say should be 1200mm ours is 1005mm.

Our vehicle is factory converted and we have spoke to Allied Mobility and the specifications are correct for that vehicle and cannot be altered. So for the sake of 1 1/2 inches in width and 6 1/2 inches in length which is nothing. How can this vehicle fail a vehicle inspection under your new rules.

Regards Trevor Hodds

Stalham Cabs

Licensing

From: Licensing
Sent: 18 June 2020 15:16
To: Cllr. Colin Heinink
Cc: Cllr. Richard Kershaw; Tracy Howard
Subject: RE: Taxi Licensing Changes

Cllr. Colin Heinink

Many thanks for your email.

With regards to the concerns raised within your email. The Local Authority are not permitted to use licensing fees as an income generating process. We have to operate on a cost recovery basis and we have to be able to justify our fees if ever we are challenged. This means that if a surplus is made in one year then the fees charged in subsequent years are amended to reflect this and on the opposite side of this if a deficit is made in one year then the fees can be increased in subsequent years to cover this deficit. In my experience, the operation of licensing hackney carriage and private hire vehicles, drivers and operators has operated with the trade receiving a subsidy from the local authority which was ratified by the councillors i.e. we are not operating at full cost recovery.

Knowledge tests are already in the current Policy and Handbook however we have never implemented them to all drivers. It is something that was asked for at the task and finish group in order to improve the knowledge and driving ability of the trade. It also brings us in line with some of our neighbouring authorities for example Kings Lynn and West Norfolk who require prospective drivers have to sit a knowledge test, safeguarding training and a driving assessment, Breckland District Council require their prospective drivers to undertake a driving assessment and Great Yarmouth Borough Council who can request both knowledge and safeguarding awareness training to be completed.

Six monthly test is for vehicles that reach an age of 5 years and older. This is to improve the quality of the fleet of vehicles licensed by North Norfolk. Again this was something that was requested at the task and finish group. Under licensing requirements are we entitled to request all vehicles to be tested up to 3 times a year including the MOT. We have some vehicles within the fleet which scrape through their annual vehicle inspections and have advisories on their MOT's. This extra test for vehicles of over 5 years is in order to protect the travelling public and improve the standard of vehicles on our roads. This can only be a good thing. Please see Department for Transport Best Practice Guidance section 32 Age Limits.

I hope the above answers your questions but please don't hesitate to come back to me should you have any further queries.

Regards

Lara Clare

From: Cllr. Colin Heinink [REDACTED]
Sent: 17 June 2020 15:45
To: Licensing <licensing@north-norfolk.gov.uk>
Cc: Cllr. Richard Kershaw [REDACTED]
Subject: Taxi Licensing Changes

Hi,

Hope I have the right email.

I have a number of concerns expressed to me around new licensing arrangements for taxis from a resident which I have listed below.

He is generally concerned about increased costs for local taxi drivers and considers the moves below to be a revenue raiser for NNDC.

I appreciate there are probably very good reasons for these but I wondered if you could give me the rationale behind the moves so I can explain further to the resident.

Many thanks,

Cllr Colin Heinink
Sheringham South

-Introduction of a knowledge test (How Much is this going to cost individuals? is it going to be an annual or just for new starters) Lets be honest do we need a knowledge test in this county and most cabs have sat nav any way.

-Six monthly taxi tests on vehicles over six years old whats wrong with annually, surely the DVLA yearly test and NNDC annual is sufficient?

-New licence plates.

Sent from my iPad

[REDACTED]

[REDACTED]

Licensing

From: Airport Chauffeurs UK.com - Norfolk Based [REDACTED]
Sent: 23 June 2020 18:49
To: Licensing
Subject: Re: Consultation - Taxi Handbook and Policy

Hi , Thanks for Email on the new Proposed Handbook .

Issues for me on handbook , 6 Month Taxi Mot or safety inspection on vehicle over 5 years old , I got 5-year-old Jaguar with only 30k on the clock , I got 2 other vehicles also with low miles, I try to spread the miles on the 3 vehicles over the year , aiming for about 15k per year on each vehicle . for me instead of age of vehicle it should be done by excess mileage (not age) , most modern cars today can easily do 150k without issues, hence why most councils end their lease on company work vehicles, which are then auctioned off with about 150k on the clock,

for me it should only have the 6-month Taxi mot or safety inspection, on any vehicles over 7-years or if miles are over the 150k, before 150k I feel the yearly DVLA MOT, and yearly Taxi Inspection is 100% enough, unless you consider DVLA not to be doing their Job Properly. That's 2 Mots a year , taxi mot and DVLA one .

The Taxi 10 Year rule should mean no Taxi can be on the road for this age or after - not even with the 6-month mot , so if you allow the initial plating up to 7 years , this then gives new drivers a start of 3 years to help them with there new business , as after the 10 year rule they then have to get a new vehicle , and any vehicle from 7 years to 10 years or over 150k miles, has to then have the 6 Month Taxi safety MOT . personally, I think that's how the rule should work , it's a much fairer system.

Executive cars : 3 year rule why ?? - what's the difference (Just the word Executive) , why Penalize the Executive market ,it's unfair.

The same rule should apply as above on Executive cars , allowed to plate vehicle from 7 years old up to 10 years - if miles under 150k , yearly mot and if miles over 150k - 6 month taxi mot .

Same all round, for all vehicles, at least council drivers and MOT stations know where they all are. one rule for all vehicles, age and excess Mileage all the same . Exec cars , Taxi and Private hire .

New Driver : knowledge test ??

Ridiculous, thats what a sat nav is for , I pick up all over the country, and even Europe , knowledge test for me , and my drivers will be never ending, as its also so difficult to find drivers today , when finding a driver, they don't always

live in the district , so you can't expect drivers whom live out of area, to know the large area of North Norfolk .

Driving ability test is ok for me , on new drivers, as with the influx of foreign nationals coming into the trade , some of there driving ability has to be questioned .

On mentioning foreign nationals,it has made me wonder how a foreign national can have a DBS check for Taxi , being from a war torn country , as there wont be any records, all the records are blown to bits ?? , so how are they allowed to have a license, don't make sense and not a fare system.

Seems they getting away without having a proper DBS , as it's just impossible to do it on them.

The only other issue I have is white kind of white roof light is required , is it a massive sail fin (not eco-friendly for fuel consumption)is it like the kings Lynn borough council have , big and bulky and wanting to have the north Norfolk logo on, most operators have brought eco-friendly ,small and very good to cut fuel consumption , which is better for ozone and pollution, especially when on long distance trips , such as airports etc .

be grateful if I can know the type of white roof light required , size etc .

White only , being bit racist isnt it , with only one choice in colour lol .

I believe there is other issues that have not been mentioned in the handbook , which I found out through the North Norfolk Taxi P/H association, so I will assume the Association or yourself will let us know the other new rules in due course .

until this time , as I don't know the other new rules , I can't comment , But I would wish to see the other rules when available, if you can send me , as it's my future here ,and I would like to have a say , that's if I survive the next 6 to 8 months .

I also feel it was a little unfair during these unprecedented times of financial hardship to release this handbook during these times of this Covid-19.

Businesses like ourselves have enough to deal with right now , with just covid-19 rules and regs and the Government guidelines we now have to follow ; this has had an effect on businesses all over with huge financial losses and now we got this Handbook of rules and regs also to contend with , all obviously with even more greater costs to operators, It was a bit mean to release this book , just as the lockdown was starting to ease, putting even more pressure on Drivers/Operators ,Sorry but Just my view, I am not moaning, as yes the handbook was due for an update ,but I just feel you could have been little more less ruthless on some of the rules, as I know a lot of operators have been calling myself on Other subjects in the book, this is going to put a lot of them out of Business, due to this Handbook. I am sure you had many Emails to contend with .

Anyway, please just consider how many companies are going to fold due to Covid alone, and now the proposed handbook also which has come along , will certainly now hit the nail on the head for most of them pushing them completely out of business , I am also wondering where my future lies with all these rules.

well anyway just my views , which you did ask for in your email, for all Operators\Drivers like myself having to reply back before AUGUST.

Anyway Let's just hope things get better for Everyone all round .

Thanks, and hope my info helps you

Kind Regards

Jason Cobb - Founder & Operations



is.php

(we have to replace bookings for drivers for last minute cancellations)

Sent from my BlackBerry — the most secure mobile device

From: Licensing <licensing@north-norfolk.gov.uk>

Sent: 29 May 2020 11:52

To: Licensing <licensing@north-norfolk.gov.uk>

Subject: Consultation - Taxi Handbook and Policy

Dear Sirs

Consultation on North Norfolk District Councils Hackney Carriage and Private Hire Policy and Handbook Edition 4

As an authority, we have followed good practice guidelines and we review our Taxi Policy and Handbook every 3 years. It was last amended in 2012 and edition 3 published. The policy was reviewed in 2015 and again 2018 with no amendments made.

We have updated the Policy and Handbook and it is currently in a draft format. Attached is the draft policy and handbook and a summary of the changes. The consultation is also on our website.

Licensing

From: Taxi Ko [REDACTED]
Sent: 02 July 2020 13:15
To: Licensing
Subject: New taxi rules

Categories: Lara

Hello

Further to my conversation with Lara, I have the following suggestions:

1. Knowledge test to be given only to new drivers, not existing ones.
2. Sending us notification of license expiries, one month before license expires, would greatly help.
3. 2 half yearly checks for vehicles over 5 years old


Licensing

From: Parkside Cars [REDACTED]
Sent: 21 July 2020 11:19
To: Licensing
Subject: Re: Consultation - Taxi Handbook and Policy
Attachments: NNDC Handbook Revision.pdf

Please find attached response to the Taxi Policy & Handbook amendment.

Regards

Debbie
Parkside



On Fri, 29 May 2020 at 11:52, Licensing <licensing@north-norfolk.gov.uk> wrote:

Dear Sirs

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We have updated the Policy and Handbook and it is currently in a draft format. Attached is the draft policy and handbook and a summary of the changes. The consultation is also on our website.

Should you wish to respond to the changes, please return the attached summary of changes with your comments either by email, post by 25 August 2020. Any responses received after this date will not be included in the consultation.

Yours faithfully

North Norfolk District Council
Outline of changes to Policy and Handbook Edition 4



AMENDED/ADDITIONAL ITEMS TO POLICY	COMMENTS
<p>Drivers</p> <p>2.10 Successful applicants will be notified in writing, and issued, with the appropriate licence. Those who are granted a driver's licence will be issued with a driver badge, which will remain the property of the council and must be surrendered when the licence is suspended, revoked or has expired.</p>	<p>CAN A DRIVER TAKE THE TEST BEFORE 2.24 BELOW!</p>
<p>Knowledge Test</p> <p>2.15 You will need to pass the Council's Knowledge Test as part of the application process. The test will include multi-choice questions on Licensing Conditions, the Highway Code, knowledge of the area and literacy and numeracy and it will be conducted online at the Council offices.</p>	<p>IS THIS FOR NEW DRIVERS ONLY?</p>
<p>Refund of Licence Fees – (not applicable to Insurance/Lease vehicles)</p> <p>2.24 In the event that a driver, vehicle or operator licence is not granted then the Council will refund the licence application fee. This does not apply to the other fees e.g. knowledge test, medical and DBS disclosure application.</p> <p>2.25 Should a vehicle or operator licence be surrendered during the life of the licence then a pro-rata refund (less admin fee) will be given for the unexpired portion of the licence. The date will be calculated from the date the licence is returned to the Council. Refunds will not be given for licences that are suspended or revoked.</p>	

<p>Age Requirement</p> <p>3.9 All hackney carriage and private hire vehicles will not normally be considered for licensing unless they are under 10 years of age from date of first registration (date as shown on DVLA registration document). Vehicles presented for licensing that are less than 5 years of age will require an annual Vehicle Inspection Report to be completed by one of the nominated garages. Vehicles over 5 years will be required to have a Vehicle Inspection Report every 6 months:</p>	<p>This means with an MOT test that's 3 checks a year. This is too many. Why is this?</p> <p>o/o OF FAIL TESTS?</p>
<p>Vehicle Specifications</p> <p>3.16 The vehicle shall have side opening doors for each passenger (designed for the purpose of permitting persons' access to/from the interior) - any lift-up tailgate shall not be included; or a vehicle shall have three side opening doors (designed for the purpose of permitting persons' access to/from the interior) and two rear opening doors (designed for the purpose of permitting persons' access to/from the interior).</p> <p>3.24 Estate versions of saloon vehicles fitted with seats in the rear luggage compartment may be licensed for more than 4 passengers, but the operator/proprietor must inform the customer that the vehicle has seats in the rear luggage compartment at the time of booking.</p> <p>3.25 The vehicle shall have a sufficient engine capacity (usually considered as 1400cc). Any hybrid/LPG, electric or other alternatively powered vehicle must have an engine size that is sufficient for use at full capacity.</p>	<p>Down to us</p>

<p>Wheelchair Accessible Specifications</p> <p>3.28 If a mechanical hoist is fitted to the vehicle this will be required to be inspected annually by the manufacturer or his approved agent and a certificate produced to that effect.</p>	<p>N/A</p>
<p>Lifts/Ramps</p> <p>3.29 Access to the vehicle must be possible from the road or pavement either by a lift or ramp. Any power-operated device must be capable of manual operation in the event of a power failure. The boarding device must have a safe working load of 300kg and operate under normal loading conditions without undue deflection.</p>	<p>AND OR</p>
<p>Ramps</p> <p>3.30 A ramp should be of slip resistance material and at least 750mm in width. The ramp should be capable of being deployed both onto the road and onto a 125mm high kerb. The ramp when deployed should be securely located at the point of entry to the vehicle. For side loading the ramp when deployed to the pavement should not exceed a slope of 1:4. For rear loading the ramp when deployed to the road should not exceed 1:4. When not in use the ramp should be securely stored in such a manner as not to block any of the vehicle doors and not to present a hazard to the vehicle occupants.</p>	<p>BLOCK OUR REAR DOORS.</p>
<p>Lifts</p> <p>3.31 The lift platform must be not less than 750mm in width and not less than 1200mm in length. The ramp should be equipped with a device to prevent the wheelchair rolling off and should operate at a vertical speed of less than 0.15m/s.</p>	<p>N/A</p>

<p>Roof / Boot Racks & Bullbars</p> <p>3.32 No roof, boot racks or bullbars may be fitted to licensed vehicles during the currency of the licence.</p>	<p><i>False</i></p>
<p>Carriage of Portable Oxygen Tanks</p> <p>3.33 Hackney carriage/private hire vehicle drivers will accept the carriage of portable oxygen tanks for passengers that require their usage for medical purposes.</p>	<p><i>False</i></p>
<p>Vehicle Testing</p> <p>3.34 No vehicle shall be first licensed or re-licensed unless the vehicle has passed the vehicle inspection at one of the Council's approved and nominated testing stations. All hackney carriage and private hire vehicles after 5 years (date as shown on DVLA V5 registration document) shall have a vehicle compliance test at an approved Vehicle Testing Station every 6 months. In addition, an authorised officer of the Council may inspect a vehicle for first licensing and/or upon renewal. ✓</p> <p>3.35 The Council will not consider a grant or renewal of a vehicle licence unless it has been examined in accordance with the Council's Hackney Carriage and Private Hire Vehicle <u>Compliance Testing Standards</u>.</p> <p>3.36 Costs of such testing is payable by the person wishing to licence the vehicle. In addition, the history of the vehicle may be taken into consideration when determining whether the vehicle should be licensed.</p> <p>3.37 The 6 monthly compliance test certificate required for vehicles over 5 years old (see 3.34 above) must be produced to the Council within 7 days of the date of the test. Tests can be carried out by an approved testing station up to one calendar month before the 6 monthly point of the licence.</p>	<p><i>IS LIST ONLY S/L/CB TEST OR FULL TEST?</i></p> <p><i>WHAT ASPECT OF THE HISTORY??</i></p>

<p>3.38 A vehicle which falls an inspection/safety check during the currency of a licence with the Council will have the fault(s) rectified and the vehicle re-inspected at the same testing station within 2 months of the original inspection – failure to do so will lead to the automatic revocation of the vehicle licence.</p> <p>3.39 A vehicle may be inspected by an authorised officer of the Council or a Police Officer, at any reasonable time. If the person inspecting the vehicle is not satisfied as to the fitness of the vehicle, he may give written notice to the proprietor/operator to make the vehicle available for further inspection and testing at such reasonable time and place as may be specified and the vehicle licence may be suspended until the authorised officer or police officer is so satisfied. If the authorised officer or police officer is not satisfied within two months of the initial inspection the Vehicle licence shall be deemed revoked. An authorised officer or police officer may permit other persons to examine the vehicle on their behalf (e.g. VOSA).</p>	<p>?</p>
<p>Altered Vehicles</p> <p>3.40 Any vehicle which has been altered from the original manufacturers specification, re-registered or has been an insurance loss (categories C and D only) shall only be considered for licensing if the vehicle has been subjected to a satisfactory IVA or VIVA test (engineers report) from the Driver and Vehicle Standards Agency (DVSA).</p> <p>3.41 Vehicles without a DVSA engineers report will only be considered for licensing if they have been built to the manufacturers original specification.</p> <p>3.42 The IVA test is appropriate for vehicles not previously registered in the UK, and a VIVA for vehicles registered in</p>	

<p>the UK to prove compliance.</p> <p>3.43 Category A and B (as defined by the Code of Practice for the Disposal of Motor Vehicle Salvage) write offs will not be considered fit for licensing.</p>	
<p>CCTV Cameras</p> <p>3.57 Suitable internal and external equipment, capable of recording both audio and video, may be installed, subject to the written approval of the Council, in all licensed vehicles. If fitted the system must comply with the ICO code and General Data Protection Regulation requirements.</p>	
<p>Low Emission and Electric Vehicles</p> <p>3.67 The Council encourages the uptake of low mission and electric vehicles in the District. The authority will seek to examine the feasibility of introducing schemes which help improve the charging network and aid drivers in testing and purchasing electric vehicles.</p> <p>3.68 The Authority recognizes that low emission vehicles can have a positive impact on the environment and any application receives for other low and ultra-low emission vehicles will be considered on its own merits</p> <p>3.69 The Council will waive the initial vehicle licence application fee for any application to licence a fully Electric Vehicle (EV) received for one calendar year from the date this policy became effective.</p>	

External/Internal Advertising and Signs

3.77 The Council will allow advertisements to be placed upon a vehicle subject to the following:

- The proprietor of a licensed vehicle shall not display or permit to be displayed on the vehicle any sign or advertisement whatsoever unless written permission has been obtained from the Council.
- Advertising is to be limited to the back door panels of licensed vehicles only. Advertising on parts of the vehicle in addition to the back door panels may be considered but only after prior written approval of the Council has been given. However, no advertising will be permitted on the windows of the vehicle.
- All advertisements shall comply with the British Code of Advertising Practice and shall be in a form acceptable to the Advertising Standards Authority. The Council reserves the right to require the licensee to withdraw from display any advertisement which may be considered inaccurate, misleading, unlawful, defamatory, in bad taste or of an unacceptable standard.
- No advertisement will be permitted that relates to or advertises alcohol, nudity, gambling, smoking materials or others of a political nature.
- The same advertising must be displayed on the nearside and offside doors of vehicles.
- Any advertising may cover both back doors.
- Advertising may not be stuck over door trims. Door trims may not be removed to accommodate advertising.
- In the case of Private Hire Vehicles advertising is subject to the specific exclusion of the words "taxi" or "cab" the use of which will not be permitted.

North Norfolk District Council
Outline of changes to Policy and Handbook Edition 4



<p>List of Drivers to be maintained</p> <p>3.84 The vehicle proprietor/licensee shall maintain a list of names and addresses of all persons that have use of that licensed vehicle. The list shall be made available to authorised officers upon request.</p>	<p align="center">✓</p>
<p>Transfer of interest in the vehicle</p> <p>4.5 If a proprietor of a licensed hackney carriage vehicle transfers his interest, in whole or in part, in the vehicle to any other person not specified in the vehicle licence, he must notify the Council within 14 days using the appropriate form. The form must be accompanied by any fee and supporting documents.</p>	<p align="center">?</p>
<p>Special Event Vehicles (Entire Section is New) Section 6.1 – 6.17</p>	
<p>General Requirements</p> <p>7.7 When a licence expires, the Council will not permit any 'periods of grace' for the submission of a renewal application unless there is evidence of exceptional circumstances, accepted as satisfactory by the Council. Where the Council accepts there are exceptional circumstances it will notify the licence holder in writing and detail the period by which the renewal application must be received by the Council.</p>	<p align="center">← ?</p>
<p>Badges</p> <p>7.21 Where a licence has lapsed, been surrendered or revoked a new application must be submitted in accordance with the relevant new licence procedures before the Council will consider the application.</p> <p>7.22 In the event that a driver's licence has been revoked by due process, a new application to drive will not be accepted for a minimum of one</p>	<p align="center">YEAR PTO</p>

Licensing

From: Colin Albone [REDACTED]
Sent: 27 July 2020 20:19
To: Licensing
Subject: new handbook

Hi

I think the idea of 2 taxi tests a year is not required as there is already or should be a 3 month gap between MOT date and a taxi test which should be ok to check if car is good to be on the road.

Hope this is not just an excuse to get money from us and to give you more work, which you seem overloaded with already. What will the cost be if the same as the one we pay now there should be a price increase on the £3.60 now as the costs of all our overheads have risen a lot since the last increase.

Colin
alphacabs

Sent from [Mail](#) for Windows

Licensing

From: ashleyrjcolman [REDACTED]
Sent: 05 August 2020 17:39
To: Licensing
Subject: RE: FW: Consultation - Taxi Handbook and Policy

Not at all happy with this it needs to be discussed with the Taxi association as there are many things different to what you have shown.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Licensing <licensing@north-norfolk.gov.uk>
Date: 05/08/2020 16:38 (GMT+00:00)
To: Licensing <licensing@north-norfolk.gov.uk>
Subject: FW: Consultation - Taxi Handbook and Policy

Dear All

I am sending this email as a reminder the consultation for North Norfolk District Council's Policy and Handbook revision is still open and running until 24 August 2020.

Please read the draft handbook attached and if you have any comments, observations or amendments you would like to see included then please get any responses sent in before the end of the consultation period.

Kind regards

Lara Clare

Licensing Enforcement Officer

From: Licensing <licensing@north-norfolk.gov.uk>
Sent: 29 May 2020 11:53
To: Licensing <licensing@north-norfolk.gov.uk>
Subject: Consultation - Taxi Handbook and Policy

Dear Sirs

Licensing

From: david scott [REDACTED]
Sent: 05 August 2020 18:10
To: Licensing
Subject: Re: FW: Consultation - Taxi Handbook and Policy
Attachments: image001.png

Hello lara to be honest i think its an absolute joke and the council are just ripping taxi drivers off if these changes go ahead i will not be renewing my badge as i would not want to be associated with a council that feels it is fine to rip of it taxi drivers i know alot of the drivers who have licences with your council will be doing the same as my self

Please note i will be shaming ur council to ward of people stupid enough to drive under ur area if these absurd changes go ahead

The knowladge test is completely uncalled north norfolk is a giant area with many drivers including my self could not tell you the road names but we know them because its a repeat customer basis

And as for test on cars every 6 months as a person who has worked with cars for a number of years 5 years old you are just having a laugh a car requiers its 1st mot on its 3rd year so 5th year not many things will be wrong

I dont beat around the bush and i will tell u how it is and we all know ur clawing back the money because of the covid 19 and u decide to attack the most affected people from the pandemic im ashamed to say i hold a licence with your council

And please stop lieing by saying its with in the guidelines what total rubbish london have removed the knowladge test so have alot of other places

I think the licencing department need to start telling the truth ur doing this to claw back money and ur attacking the taxi drivers and using a pore excscuse to do so

Well i hopw u will enjoy explaining to the people in north norfolk why there is not going to be hardley any drivers like before and i hope you tell them the truth because u ripped the drivers off

PLEASE READ THIS IN YOUR SILLY MEETING I WILL NOT HAVE THE ASSOSIATION SPEAK FOR ME

AND WE ALL KNOW THAT YOU WILL BRING THEM IN ANYWAY

If you can lie about bring changes like this in when the drivers are on there knees financially im a smart enough man to know your bring them in through the back door if not the front

Many thanks mr david scott

On Wed, 5 Aug 2020, 16:38 Licensing, <licensing@north-norfolk.gov.uk> wrote:

Dear All

Licensing

From: [REDACTED]
Sent: 05 August 2020 18:16
To: Licensing
Subject: Re: Consultation - Taxi Handbook and Policy

Hi Lara ,

Hope all is well, I only have a couple of queries regarding the new handbook.

I feel bringing in a new handbook in these tough times for us private hire / hackney drivers in which any additional costs incurred I feel is wrong. Additionally the extra cost incurred for vehicles over 5 years old with extra taxi tests, I don't disagree with the process as NNDC are very fair but just feel at this time where we are all at in the current climate I just feel delaying this would be just.

Regarding the knowledge test, I dont think this is needed in Norfolk personally, is this going to cost extra? Like ourselves we mainly do school contracts and private contracts to the airport's and pre booked work where we plan our routes in advance. Maybe for hackney carriage plated drivers this could be useful for but no private hire plated drivers, and with multiple question's regarding the highway code, maybe for the older generation who didn't have to do the theory tests but for those who had to put in the time and work there's no reason to have to keep going over it, we passed ours tests and the DSA don't make us keep going over it.

Any ways those are my only 2 concerns and hopefully compromises can me made.

Many thanks
James Garnish
Epic Private Hire
Owner

Sent from my Huawei phone

----- Original Message -----

Subject: FW: Consultation - Taxi Handbook and Policy
From: Licensing
To: Licensing
CC:

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Kind regards

Lara Clare

Licensing

From: [REDACTED]
Sent: 05 August 2020 19:06
To: Licensing
Subject: Handbook clarity

Dear Lara,

Thankyou for the email, just a couple of clarifications if you don't mind.

2.15 & 7.43

Is this relevant when badges expire or need to be done within a restricted time frame of the new handbooks release date?

Also whilst I am happy to comply with regulations of course, section

3.34 - 3.37.

Most drivers and operators have had a severe loss due to Covid-19,one of my vehicles has already had its badges removed due to financial losses. To stipulate the 6 month rule is not unjust maybe a mileage option maybe a more productive way forward? Every 40k or annual whichever comes first.

That way the vehicles are recorded accordingly, but certainly in these times my vehicle could potentially have one or 2 of this tests with exceptionally low mileage. This actually forcing us off road and larger companies who have rented vehicles out to drivers being the only ones that can afford to continue. The costs involved certainly this year have excelled above profit.

Timing I strongly feel should be taken into consideration. Re after the pandemic and business as usual so the extra enforcement can be complied with and afforded.

I look forward to hearing from you with clarity of other points and thankyou for your time.

Kind regards

Jacqueline Hustwitt

Lara Clare

From: Marie Malt <Marie.malt@west-norfolk.gov.uk>
Sent: 06 August 2020 06:57
To: Licensing
Subject: RE: Consultation - Taxi Handbook and Policy

Categories: Lara

Hi Lara (and team),

Hope you are all well.

The only comments I would make are that the proposed conditions are not in line with the DfT Statutory Standards which were publicised on 21st July. But completely understand that you have some updates and changes you'd like to make in any case. Just means you will have to carry out the process again shortly after you get these changes approved etc, as the DfT expect us to introduce the changes in line with their standards within 6m of the published date.

Thanks, M

Marie Malt

Senior Licensing Officer Cert HELL, MLOL
Borough Council of King's Lynn & West Norfolk
☎Tel: 01553 616200
✉E-mail: marie.malt@west-norfolk.gov.uk

 Please do not print this e-mail unless absolutely necessary - SAVE PAPER!

From: Licensing
Sent: 05 August 2020 16:38
To: Licensing
Subject: FW: Consultation - Taxi Handbook and Policy

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Kind regards

Lara Clare

Licensing Enforcement Officer

From: Licensing <licensing@north-norfolk.gov.uk>
Sent: 29 May 2020 11:53

Licensing

From: Cllr. Liz Withington
Sent: 06 August 2020 09:16
To: Licensing; Cllr. Liz Withington
Cc: Cllr. Virginia Gay
Subject: RE: Consultation - Taxi Handbook and Policy

Dear Lara

Following the receipt of this and with my alternative hat on as a Lead on Sheringham Dementia friendly Community. (SDFC) please could we add the requirement for taxi drivers existing or applying to complete a Dementia Friends course. These are available through the Alzheimers society online for free (approximately 45 minutes). <https://www.dementiafriends.org.uk/> They are also available as local sessions. (Post Covid) With the high % of elderly in the North Norfolk Community and high numbers of those living with dementia it is essential that those people involved in supporting our communities to continue to be independent have an understanding of how they can support that and the important role they can play. SDFC and myself have also been heavily involved with developing dementia awareness across our North Norfolk public transport network. In 2019 we worked with Sanders coaches and completed a 4 hour dementia awareness session with every driver and developed a module based on Dementia Friends for every new driver as part of their Induction training. We are also working with Greater Anglia to train Guards and Drivers in Norfolk along with the Community Rail Partnership to make the Bittern line Dementia Friendly. We are also aware from our running of local support groups how dependent those attending are often dependent on our local taxi services to be able to continue to attend and prevent loneliness and isolation and the inevitable decline in health and well-being associated with this. It is also vital for carers to be able to access these services as well.

I hope you can therefore see how beneficial it would be for the area to have a dementia aware taxi service as part of the public transport network.

I wondered if it could go in section 2.1. under safeguarding.

It would also be a very positive step for NNDC and some excellent publicity. If we were to try and establish North Norfolk as Dementia Action Alliance (as I hope we will) it would also be a contribution to this.

If you wish to discuss further or provide more Information please dont hesitate to get in touch.

Liz



Sent from Samsung Mobile on O2

----- Original message -----

From: Licensing <licensing@north-norfolk.gov.uk>
Date: 05/08/2020 16:38 (GMT+00:00)
To: Licensing <licensing@north-norfolk.gov.uk>
Subject: FW: Consultation - Taxi Handbook and Policy

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Please read the draft handbook attached and if you have any comments, observations or amendments you would like to see included then please get any responses sent in before the end of the consultation period.

Licensing

From: timalexander321 [REDACTED]
Sent: 06 August 2020 11:25
To: Licensing
Subject: Amendments

Dear Lara,

Thankyou for your correspondence.

Just a couple of points as I am unclear, regard the knowledge test is this for new drivers? Or is this at renew al point for existing drivers or to be done as soon as amended handbook comes into place?

What is the proposed date for the New handbook to come into place?

Whilst I have no issue with alot of the amendments suggested, I do believe this should be deferred for at least one year.

Covid-19 has had a devastating affect, the financial pressure of this is extremely detrimental.

It is that I and fellow drivers and operators that I correspond with have the same issue, we would be paying out more but it doesn't warrant the cost at this time.

Hence actually forcing individuals off the road, larger businesses had support and indeed even local schemes to help support. Sole traders have not been so fortunate, to implement the new handbook during a pandemic will cause a huge loss of drivers, I do not believe this is wanted as there already is a shortage of taxis in this district. The cars over 5 years old having 2 tests a year, I am not against but with such low mileage so far this year and extra expense and time that would be required to do this is unfeasible.

The simplicity, is the income is not there to subsidise the costs. Profits made earlier in the year have been sunk into Covid-

19 precautions and indeed maintaining the vehicle, another outgoing on the hope of some work during a pandemic simply pushes myself and many others to look into other work.

Once the pandemic is over and usual movement is unrestricted this would be the time to move forward for the revised handbook.

Please acknowledge you have received my email in good faith, thankyou.

Kind regards

Timothy Alexander

Licensing

From: Norfolk Chauffeur Company [REDACTED]
Sent: 07 August 2020 09:30
To: Licensing
Subject: Re: Consultation - Taxi Handbook and Policy

Dear Licensing

Firstly I would like to comment as a general sweeping statement that I find it absolutely absurd to make licensing more difficult and also adding potential extra cost for licence holders at this particular time. We are in the middle of the most serious world pandemic we have ever faced. The private hire/chauffeur industry has been completely obliterated because of this so making changes and adding extra cost I believe would be the final nail in the coffin to an industry that almost doesn't exist right now. Where is the logic in making these costly changes when everybody is already on their knees? I agree that things need updating, but why now? It's not even feasible to have face to face meetings and consultations to discuss these changes due to social distancing. The timing of this amendment is ill thought out, unethical and not logical. Why not let people try to recover from the situation first, then maybe look into it again? The industry is in tatters, are you aiming to completely cripple it?

I have particular issue with the following points:

2.15. I am assuming existing licence holders will not need to pass a knowledge test? I don't believe existing licence holders would need to pass this test as you have already been satisfied that the licence holder is suitable to convey passengers. Or are you now saying we haven't been suitable all of this time? I am also assuming that there will be no extra charge for this test? **Or will be there yet another fee to pay?**

3.9. I have a 2015 Jaguar XJL used solely for chauffeuring purposes. It is currently inspected and M.O.T'd every 12 months. This vehicle, because of the nature of the work it does is kept in exemplarily mechanical and cosmetic condition as that is what clients require. The **ONLY** benefit of a 6 monthly inspection would be a financial one for the council. I would be more than happy for a 6 monthly inspection if the new required inspection was paid for by the council. It would be yet another cost, at a time when this industry literally no longer exists, that would seal the fate of many businesses. There is no logical reason to inspect a vehicle over 5 years old every 6 months. 10 years old and over maybe. Surely the age of a vehicle is irrelevant, surely it should be based on what the vehicle has done historically. For example a one year old vehicle that has covered 250,000 miles will be in far worse shape than my 5 year old vehicle that has covered 70,000 miles. So maybe it's not the age, but the mileage of a vehicle that should be used to determine inspection periods. It seems the council are pushing for newer vehicles to be licensed which quite honestly, **NO ONE CAN AFFORD RIGHT NOW**. We are in the middle of a world pandemic.

7.43. I have no issue with taking safeguarding training. But to put it simply, I won't be paying for it. Once again, as with the above points, this appears to be a yet another revenue generator for the council.

So to summarise. **BAD TIMING**. I urge the council to strongly reconsider even trying to implement these changes during the most difficult and challenging times we have ever faced. Had these changes been proposed in January it would have been frustrating that you are adding extra costs to an already exhausting and costly licensing process. Doing it now is nothing short of greed and total lack of consideration to **EVERYONE** in this industry.

Kind regards

Oliver Deakin
Norfolk Chauffeur Company



AMENDED/ADDITIONAL ITEMS TO POLICY	COMMENTS
<p>Drivers</p> <p>2.10 Successful applicants will be notified in writing, and issued, with the appropriate licence. Those who are granted a driver's licence will be issued with a driver badge, which will remain the property of the council and must be surrendered when the licence is suspended, revoked or has expired.</p>	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>NORTH NORFOLK D.C.</p> <p>18 AUG 2020</p> <p>POSTAL SERVICES</p> </div>
<p>Knowledge Test</p> <p>2.15 You will need to pass the Council's Knowledge Test as part of the application process. The test will include multi-choice questions on Licensing Conditions, the Highway Code, knowledge of the area and literacy and numeracy and it will be conducted online at the Council offices.</p>	<p><i>Once the Council agrees an exam system. Then a period of time - two or three months - must be allowed before it is introduced. Drivers will need time to revise for any introduction of an exam system. It would be wrong to say the new system was approved on Thursday and exams will be held on Friday</i></p>
<p>Refund of Licence Fees – (not applicable to Insurance/Lease vehicles)</p> <p>2.24 In the event that a driver, vehicle or operator licence is not granted then the Council will refund the licence application fee. This does not apply to the other fees e.g. knowledge test, medical and DBS disclosure application.</p> <p>2.25 Should a vehicle or operator licence be surrendered during the life of the licence then a pro-rata refund (less admin fee) will be given for the unexpired portion of the licence. The date will be calculated from the date the licence is returned to the Council. Refunds will not be given for licences that are suspended or revoked.</p>	
<p>Age Requirement</p> <p>3.9 All hackney carriage and private hire vehicles will not normally be considered for licensing unless they are under 10 years of age from date of first registration (date as shown on DVLA registration document). Vehicles presented for licensing that are less than 5 years of</p>	

Licensing

From: Northrepps PC [REDACTED]
Sent: 20 August 2020 13:19
To: Licensing
Subject: Re: Consultation - Taxi Handbook and Policy

Categories: Lara

Dear Lara

Following a conversation with local taxi drivers, members of Northrepps Parish Council wish to object to the following:

- taxi drivers not being allowed to park on the streets near their homes at night
- taxi drivers having to replace signage on the car roofs to a different colour
- taxi drivers having to learn 'The Knowledge'

Kind regards
Janet Warner
Clerk to Northrepps Parish Council

On 5 Aug 2020, at 16:38, Licensing <licensing@north-norfolk.gov.uk> wrote:

Dear All

I am sending this email as a reminder the consultation for North Norfolk District Council's Policy and Handbook revision is still open and running until 24 August 2020.

Please read the draft handbook attached and if you have any comments, observations or amendments you would like to see included then please get any responses sent in before the end of the consultation period.

Kind regards

Lara Clare
Licensing Enforcement Officer

From: Licensing <licensing@north-norfolk.gov.uk>
Sent: 29 May 2020 11:53
To: Licensing <licensing@north-norfolk.gov.uk>
Subject: Consultation - Taxi Handbook and Policy

Dear Sirs

Consultation on North Norfolk District Councils Hackney Carriage and Private Hire Policy and Handbook Edition 4