

# APPENDIX 3

Willimont, Marc

**From:** John Jones [jjones227@toucansurf.com]  
**Sent:** 18 May 2010 11:03  
**To:** Taxi Licensing  
**Cc:** Martens, Pete; Tony Hodson; Sharon Graham; Ron Morgan; rob\_lloyd14@hotmail.com; Patrick Meredith; mathew; mark\_ball@hotmail.com; Mark Pullin; Lyndon Gore; Kered; Ken Savage; karen harmer; justairports@hotmail.co.uk; JMC; Helen Gillanders; Harry Went; h1mtw@aol.com; Grenville; Gerald Taylor; Garnet Cresswell; email@citytaxishereford.com; davehufton@aol.com; dave jackson; boughtonboy@yahoo.co.uk; boss-robbo@talktalk.net; andrewjcurran1972@hotmail.com; Andrew Smith; Adrian Shakestaff; cazandhenry@yahoo.co.uk; Willimont, Marc; Pigrem, Mike; Info (Shared Mbx)  
**Subject:** Official objection to intended price rise  
**Attachments:** licensing price comparison.xls

Sent 18/05/10

This email is sent as an official objection from the Herefordshire Hackney Carriage and Private Hire Association to the following notice put out by Herefordshire Council:

NOTICE IS HEREBY GIVEN that Herefordshire Council, in accordance with Section 70 of the Local Government (Miscellaneous Provisions) Act 1976, propose an interim increase of most of the current fees by 2% after 1<sup>st</sup> June 2010: *current fees shown in italics.*

<b>Taxis and Private Hire Licensing</b>	<b>Current fees</b>	<b>Fees with 2% increas</b>
New Hackney Carriage Plate	<i>252.00</i>	257.00
New Private Hire Plate	<i>252.00</i>	257.00
Private Hire Operator (1 Vehicle)	<i>80.00</i>	81.00
Private Hire Operator (2 to 5 Vehicles)	<i>120.00</i>	122.00
Private Hire Operator (Over 5 Vehicles)	<i>180.00</i>	183.00
New Dual Driver Badge (all checks inc)	<i>198.00</i>	202.00
Renewal - Dual Driver Badge (no checks inc)	<i>151.00</i>	154.00
CRB for a Dual Driver Badge	<i>36.00</i>	36.00
Medical referral for Dual Driver Badge	<i>30.00</i>	30.00
DVLA check for Dual Driver Badge	<i>6.00</i>	6.00
Knowledge Test for Dual Driver Badge	<i>12.00</i>	12.00
Change of Proprietor on Vehicle	<i>65.00</i>	66.00
Change of Vehicle on Plate (3 months or less)	<i>232.00</i>	236.00
Change of Vehicle on Plate (6 months or less)	<i>172.00</i>	175.00
Change of Vehicle on Plate (9 months or less)	<i>107.00</i>	109.00
Application to Licence a Spare Vehicle	<i>252.00</i>	257.00
Replacement of Driver Badge	<i>10.50</i>	10.50
Replacement of Vehicle Plate	<i>35.00</i>	£5 without brackets & £11
CRB	<i>36.00</i>	36.00
Knowledge Test	<i>12.00</i>	12.00
Amey Vehicle Test	<i>42.00</i>	42.00
Doctor's Examination	<i>payable by applicant</i>	payable by applicant
Doctor's Paper Medical Referral	<i>30.00</i>	30.00
Committee appearance charge (to vary from conditions)	<i>150.00</i>	150.00

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The following excerpts taken from copies of emails to Marc Willimont make clear the objections:

Sent evening of 26/04/10

Marc,

If we had been consulted with we would have put up the following objections. I've sent, as an attachment, a comparison table prepared directly after the last price rises that were implemented again with no prior warning or consultation. You will see that some of those prices have changed already such as the driver's dual badge which has risen and the Spare Vehicle cost has dropped although you have published the wrong price for this particular item on your latest list of current fees. Throughout the year I have constantly had to remind the licensing Department of the price for a 'spare vehicle'. Time and time again they have tried to charge the wrong amount. If you recall, refunds had to be made to members of the trade including me. The actual price is £162 not £252. I have a receipt dated 15/02/10 to prove the point but why is it impossible for your staff to get such matters right?

You will see from my attachment that prices were put up astronomically in 2007 and therefore they should not be any rises for some time to come. Where did you pluck the figure of 2% from? You are aware that you are not allowed to make a profit but only recover your costs. Below I have pasted and copied from my email records that go some way to prove that you are making charges that do not relate to costs.

E-mail to committee regarding e-mail from Marc Willimont

Hi everyone. Because a licensing officer insisted that the plastic licence plate cost the council **£35** I asked under the Freedom of Information Act to see a breakdown. Bearing in mind that the council is not allowed to make a profit. It's taken quite a while but here is the information. I will respond to the council and send you all a copy.

All the best,

John

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

From: "Willimont, Marc" <[mwillimont@herefordshire.gov.uk](mailto:mwillimont@herefordshire.gov.uk)>

To: <[jjones227@toucansurf.com](mailto:jjones227@toucansurf.com)>

Sent: Friday, February 06, 2009 5:45 PM

Subject: Break down of Taxi Plate Cost

John,

Apologies if this information didn't get back to you. I have found the information requested, which is:

The fee was devised for the year 2007/8 and remained unchanged in 2008/9. At that time, I am told that the fee was devised based on a variety of costs. Today's prices are placed adjacent to the breakdown:

Plastic plate base £5.16

Plastic paper for printing £2.84

Driver ID £0.52

Heat seal licence £00.16

Dash Display x2 £00.76

Sticky pads £00.34

Bracket £7.92

Staffing cost of 1 x licensing assistant - 30 minutes = £4.50

Annual replacement of the laminating machine replacement = £240/270plates

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per year = 240/272 = £0.88p  
Signing off by Licensing Officer - 15 mins = £3.15  
Cost of VIP software/yr £130 / 272 plates = £0.48p

Sub Total = £26.71p

I then asked you to reimburse me for three sets of brackets at £7.92 a time that no longer came with the plates and you point blank refused. Interestingly you have put the price of the new plastic vehicle plate down to £5 without the brackets. What has happened to the charges you stated related to the cost of the plate as set out in your email? If 2% is not just some random figure or possibly something on the council's wish list I fully expect to be shown a set of figures to explain the working out of the rise. These figures would obviously have to include how much is being paid to officers, including you, out of our licensing costs. Two final points that I would like to make with regards to this hike in prices:

- 1) It is my fervent belief that the Licensing Department has incurred huge costs because of their own incompetence and we should not be expected to have to pay for their mistakes. The unnecessary length of time and unnecessary expense incurred on getting the conditions changed should not be charged to us.
- 2) We are already paying far more than the published National Average when it comes to licensing costs, in some cases more than double for renewal of licenses. I do not believe that we are getting anything like 'Best Value' so I would like to strongly object to this increase.

The fact that you are stating that you are being leaned on to raise prices is no concern of mine. Please name the officers so that we can get to 'consult' in an effort to reduce our prices and prevent the next intended rise.

Let's be clear, I am not interested in being 'the first to know'. The Taxi Association has a right to expect to be consulted with prior to any changes and if that was to be the case you would not be springing surprises on to us without notice. A decision has been taken without our knowledge and with NO consultation.

In December of last year I complained that the licensing department changed the three year driver's licence back to a one year licence with no prior warning and no consultation. I complained and you said that lessons would be learnt.

Earlier this year you put a set of conditions on to the agenda for the Regulatory Committee to pass without prior consultation. When I brought this to your attention you offered to meet to discuss the conditions and this was my reply:

Sent 03/02/10 (evening)

Dear Marc,

There seems little point in offering to meet/discuss/phone with regards to any 'pressing matters that might need to be ironed out' because, as you well know, the deadline for changing or adding any item on the agenda for the Regulatory Meeting on the 9<sup>th</sup> February has past

And now you have sent me details of a price rise, once again, with no warning or consultation.

Yours sincerely,

John Jones

Chairman of Herefordshire Hackney Carriage and Private Hire Association

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## Taxi Licensing Price Comparison

		cost pre increase	Cost from 10th
Hackney Carriage Vehicle	New/Renewal/Transfer plate (will require vehicle examination certificate below)	£240.00	£210.00
Private Hire Vehicle	New/Renewal/Transfer plate (will require vehicle examination certificate below)	£240.00	£210.00
Private Hire Operator	1 vehicle	£75.00	£80.00
	2-5 vehicles	£100.00	£120.00
	over 5 vehicles	£150.00	£180.00
	(Plus annual standard CRB cost if applicant has not had one previously)		
Duel Drivers badge	New (will require a CRB, medical and knowledge test at an additional fee)	£85.00	£120.00
	3 years renewal (will require a CRB at additional cost)	£85.00	£85.00
	Annual self declaration renewal (not new or three year renewal)	£50.00	£45.00
Change of Proprietor of vehicle		£60.00	£65.00
Change of vehicle on plate	Plus (vehicle examination certificate below)	£60.00	£210.00
Application to license a spare vehicle	Plus (vehicle examination certificate below)	£60.00	£210.00
Replacement of Drivers Badge		£5.00	£10.50
Replacement of vehicle plate		£20.00	£35.00
CRB			£36.00
Knowledge Test		£10.00	£12.00
Vehicle Test Rotherwas		£37.00	£42.00
Doctors examination	cost payable to examination		
Doctors medical referral			£30.00
Application that varies from standard conditions			£150.00

Hackney Carriage Vehicle	New/Renewal/Transfer plate (will require vehicle examination certificate below)	£240.00	£210.00	
Private Hire Vehicle	New/Renewal/Transfer plate (will require vehicle examination certificate below)	£240.00	£210.00	
	Need a test which was included before		£210.00	
			£42.00	
		£240.00	£252.00	5%
Private Hire Operator	1 vehicle	£75.00	£80.00	7%
	2-5 vehicles	£100.00	£120.00	20%
	over 5 vehicles	£150.00	£180.00	20%
	(Plus annual standard CRB cost if applicant has not had one previously			plus ?%
Duel Drivers badge	New (will require a CRB, medical and knowledge test at an additional fee)	£85.00	£120.00	
	add on medical referral,CRB and knowledge test		£78.00	
	Totals	£85.00	£198.00	133%
	3 years renewal (will require a CRB at additional cost)	£85.00	£85.00	
	Annual self declaration renewal (not new or three year renewal)	£50.00	£45.00	-10%
Change of Proprietor of vehicle		£60.00	£65.00	8%
Change of vehicle on plate	Plus (vehicle examination certificate below)	£60.00	£210.00	400%
Application to license a spare vehicle	Plus (vehicle examination certificate below)	£60.00	£210.00	400%
Spare vehicle and change of plate also need test £42 which was included before therefore real total		£60.00	£252.00	400%
Replacement of Drivers Badge		£5.00	£10.50	100%
Replacement of vehicle plate		£20.00	£35.00	75%
CRB			£36.00	new additional cost
Knowledge Test		£10.00	£12.00	20%
Vehicle Test Rotherwas		£37.00	£42.00	14%
Doctors examination	cost payable to examination			
Doctors medical referral			£30.00	new additional cost
Application that varies from standard conditions			£150.00	new additional cost