

Appendix B

Sent: 11 November 2022 16:21

To: Licensing <licensing@spelthorne.gov.uk>

Subject: [EXTERNAL] Re: Proposed new taxi and private hire licence fees to come into effect on 28 November 2022

This message originated from outside your organization

Dear Licencing,

The last tariff change for taxi drivers by Spelthorne Licencing dept. was February 2015. Yes almost 8 years ago!! My understand is that one of your roles/duties is to review the tariffs and adjust in line with changing circumstances. Clearly you are not fulfilling your responsibilities, therefore how can you justify an increase for yourself.

This would be the third or fourth rise for yourselves since our tariffs were changed!!!! Totally outrageous!!!!

Therefore, I unreservedly object to your requests to increase your charges. Please address your responsibilities first. It does not take a genius to realise the financial change in running a taxi vehicle and the increase in the cost of living over the past 8 year, to understand that the tariffs should have increased several times over the past 8 years, not to mention the virtual total loss of fares for drivers over the COVID period.

I feel you have no excuse for not changing the tariffs since 2015, as this has been pointed out to you in writing many times by myself.

Alternatively, perhaps you should refund all taxi drivers for not fulfilling your responsibilities!!!

I look forward to your response, and perhaps a rebate for your negligence.

Regards,

Sent: 10 November 2022 22:18

To: Licensing <licensing@spelthorne.gov.uk>

Subject: [EXTERNAL] Formal Objection- For the attention of Lucy Catlyn

This message originated from outside your organization

Dear Lucy Catlyn,

I am writing to you in response to the proposed new licensing fees for taxi and private hire commencing on the 28th November 2022.

As a taxi driver and after a discussion with drivers in express cars and in the Staines taxi rank, I speak for both myself and my colleagues in my objection to this.

We believe this new fee is in the best interests of the council only and completely disregards the financial effects this has on taxi drivers. I would like to raise the point that the council have not increased our taxi meter tariffs in this current climate where as a nation the cost of living has increased everywhere; the implications this has had on taxi drivers is more severe than it may seem as it is becoming harder and harder to cover costs everyday.

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Furthermore, as you may already know, there is no taxi sign for the main side of the Staines station, causing daily disputes between taxi drivers and public cars. This is a major source of stress for us as not only does it affect our work, but there have also been instances where police have gotten involved.

There is also a lack of work- I would like to suggest that as the council is not giving us taxi jobs, joining a company like Uber would be a lot more beneficial for us.

I would like to reiterate that taxi drivers like me are increasing in financial struggle everyday; the lack of response to issues such as the taxi sign by the council should be completely unacceptable. Reviewing these problems and creating solutions to these first will not only allow our service to run much more efficiently, but also cut out major sources of stress for both drivers and the council.

I hope you can understand our points and reconsider this change.

I look forward to hearing from you soon.

Yours sincerely,

Sent: 11 November 2022 21:40

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