

**AGENDA ITEM NO. 4**

**LICENSING COMMITTEE**

**Date**            24 APRIL 2012

**Title**            **OUTCOME OF CONSULTATION ON HACKNEY CARRIAGE PROPOSED TARIFFS**

**1. PURPOSE/SUMMARY**

This report gives Members the outcome of the recent consultation on the review of hackney carriage tariff charges and asks Members to consider the content of this report together with the comments submitted during the consultation period of 21 March 2012 to 3 April 2012 (14 days).

**2. KEY ISSUES**

- Request from Taxi trade for an increase in taxi tariff.
- Last tariff increase was the 25 April 2011.
- Local Authorities have a power to set fares for hackney carriages under the Local Government (Miscellaneous Provisions) Act 1976.
- Statutory consultation ended on 3 April 2012
- The Council has received five objections to the proposed changes to the taxi tariff as outlined in the Table of Fares.
- The Table of Fares is to come into force with or without modification, as decided, by 2 May 2012.

**3. RECOMMENDATIONS**

- (1) To approve or refuse the Table of Fares taking into consideration this report and the responses received during the consultation period.

<b>Wards Affected</b>	All
<b>Forward Plan Reference No. (if applicable)</b>	Not applicable
<b>Portfolio Holders</b>	Councillor Owen, Cabinet member with responsibilities for Licensing
<b>Report Originator</b>	Kim Winterton, Licensing Regulatory Officer, tel: 01354 622564, email: <a href="mailto:kwinterton@fenland.gov.uk">kwinterton@fenland.gov.uk</a>
<b>Contact Officer</b>	Alan Pain, Corporate Director, 01354 622302, <a href="mailto:alanpain@fenland.gov.uk">alanpain@fenland.gov.uk</a>
<b>Background Papers</b>	

## 1 BACKGROUND

- 1.1 The fare structure currently in place was set by Members on 25 April 2011 and showed an increase over the previous tariff of 5.462%.
- 1.2 The proprietor of Fenland Taxis wrote to the Council in an email outlining a proposal for an increase of tariff for 2012/13. The proposal outlined three different tariffs plus additional scaled charges for large taxis.
- 1.3 On the 2 March 2012 Licensing Committee decided to approve an increase in the tariff and the proposed tariff went out for consultation from 21 March 2012 to 3 April 2012 (14 days).
- 1.4 Alongside the formal Notice of the proposed changes, an article was placed in 'The Fenlander weekly on 23 March 2012. The article outlined the proposed changes and directed readers to the Council website for more information including an article on 'How Taxi Meters Work'. Response forms for the consultation were available for downloading from the website and copies were available from any of the four Fenland@your service shops or from Business Reception at Fenland Hall.
- 1.5 During the consultation period the Council received five responses. The Schedule of Responses may be viewed at **Appendix A** to this report.

## 2 LEGAL IMPLICATIONS

- 2.1 The authority for the Council to fix fares for hackney carriages is given under Section 65 of the Local Government (Miscellaneous Provisions) Act 1976. The Act states that:
  - a) When a Council makes or varies a table of fares (which may be by time and/or distance), it must publish in a least one local newspaper a notice setting out the table of fares, or variations to the table, specifying the period (not less than 14 days) within which, objections to the table, or variations can be made.
  - b) A copy of the proposed tariff must be available at the Council's offices for the public to inspect, free of charge, at all reasonable hours.
  - c) If there are no objections, the table, or variation, will come into effect on the expiration date of the period specified in the notice.
  - d) If there are objections the Council must set a further date, within two months after that date first specified, on which the table is to come into force with or without modification, as decided. The Table of Fares must be in place by 2 May 2012.

## 3 FINANCIAL IMPLICATIONS

- 3.1 The cost of re-calibrating individual meters will be met by individual hackney carriage proprietors and the meters will then be sealed by Licensing Officers. This is a normal part of the work undertaken by Officers and, although it may take two or three days of concentrated activity, it does not present an unrecognised resource implication.

- 3.2 The cost of the seals used to secure the individual meters once they have been calibrated will be accommodated from within the existing budget.

## **4 EFFECT ON CORPORATE OBJECTIVES**

- 4.1 Quality Organisation – Deliver regulatory services in a customer focussed way.

## **5 COMMUNITY SAFETY**

- 5.1 The District Council as the Licensing Authority has a duty to ensure that there is a safe, secure and confident ‘taxi’ service provided for the public.

## **6 CONCLUSION**

- 6.1 Members are requested to consider the content of this report and decide whether they wish to either:

- Agree the proposed increase of fares
- Make no changes to the existing Hackney Carriage tariff.

## **7 APPENDICES**

- Appendix A Schedule of Responses
- Appendix A1 Email from Mr. Andy Martin of Fenland Taxis
- Appendix A2 Letter from Mrs. L Corbett of Bevs Taxis
- Appendix A3 Email from Mr. David Patrick
- Appendix A4a Email from Carrie Aylward
- Appendix A4b Email from Carrie Aylward
- Appendix A5 Email from Mr. Andy Martin of Fenland Taxis
- Appendix Ba Existing Tariff Card 2011
- Appendix Bb Proposed Tariff 2012
- Appendix C The Fenland Transport Directory

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## Schedule of Responses to Proposed Hackney Carriage Table of Fares

Ref	Respondent	Comments	Response
1.0	Andrew Martin of Fenland Taxis	<p>Please can the licensing committee consider a change to the proposed new tariff that has been proposed in the paper as a driver in Wisbech for 22 years I feel that we need an extra rate for vehicles that hold more than 4 passengers and a booking fee arrangement for phone bookings that can be priced as we feel appropriate.</p> <p>I have both a car and a minibus the new proposed as whole is good for cars that pick up from a taxi rank.</p> <p>The problem we have is when a customer rings to make a booking from a village location it won't be financially viable for taxi drivers to do jobs that do not come into Wisbech or go through Wisbech on the journey.</p> <p>Mr. Martin goes on to give an example fare where he states he will potentially lose a total of £3.19 on the fare. <b>Appendix A1</b> is a copy of the email from Mr. Martin.</p>	<p><b>Section 65(1) of the Local Government (Misc. Provs.) Act 1976</b> – A district council may fix the rate or fares within the district as well for time as distance, and all other charges in connection the hire of a vehicle or with the arrangements for the hire of a vehicle, to be paid in respect of the hire of the hackney carriages by means of a Table of Fares made or varied in accordance with the provisions of this section.</p> <p>The principle features of a hackney carriage are: it can carry passengers for hire or reward; it can be hailed by a prospective passenger; and it can also park on a rank to await the approach of passengers. The philosophy behind this licensing is that each hackney carriage is individually controlled and is available for public hire. In practice, however, in many parts of the country, most hackney carriage activities are more akin to private hire vehicle activities than this traditional view of the hackney carriage would suggest.</p> <p><b>The Byelaws</b> and the reviewed licence conditions state that “<i>when standing or plying for hire, .....the device (meter) fitted be locked in position in which no fare is recorded on the face of the taximeter</i>”. And “<i>before beginning a journey for which a fare is charged for distance and time, bring the taximeter into action....so that the word ‘HIRED’ is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the</i></p>

## Schedule of Responses to Proposed Hackney Carriage Table of Fares

			<p><i>hiring;</i> Once a hackney carriage is plying for hire (whether cruising the streets or waiting on a rank), there are only a few reasons the driver can use to refuse to take a passenger and, once the vehicle has been hired, the hirer is then contractually bound to pay the fare as laid down in the Table of Fares set by the council.</p>
2.0	Mrs. L Corbett of Bevs Taxis	<p>I am writing this letter in regards to the new proposed Taxi Tariff ..... I would like to raise an objection against this tariff for several reasons.</p> <p>1) This now makes a 2 mile journey £5.30 up from £4.24. This is a 25% increase. People's budgets are stretched now and I do not think this is fair on behalf of the public to be possibly charged this greater increase.</p> <p>2) I do not believe the booking fee should be done away with as this helps cushion the jobs from village to village i.e. Leverington to Gorefield. The 36p could be rounded up to 40p and then it would be up to the individual driver if they want to put a booking fee on or charge just 20p etc. At present Bevs Drivers work on a maximum of 19p booking fee and this has worked perfectly for us and the public.</p>	<p>The Licensing Committee felt that the proposed increase would place Fenland around the middle banding of fares within the Councils Similar Basket of authorities as previously requested by the Trade.</p> <p><b>Section 54 of the 1847 Act</b> allows agreement to be made in advance of the hiring of a hackney carriage that a sum less than that shown on the meter at the end of the hiring will be paid, and once such an agreement has been made it is an offence for the proprietor or driver to demand more than was agreed in advance. This situation only covers specific occasions when the agreement is clearly made in advance, and does not cover the situation where, at the end of the hiring, the hirer either disputes the fare or does not have sufficient means of payment to cover the fare. In those cases, the fare itself is due under the contract entered into between the hirer and the driver or proprietor.</p>

## Schedule of Responses to Proposed Hackney Carriage Table of Fares

		<p>3) As all Hackney Carriage taxi drivers have had meters fitted and all have to be in use from 1 April. This now means every cab would have to pay to have their meters recalibrated as well as losing the time ingoing over to March to have them resealed.</p> <p>I would like to see just a 4p increase on the booking fee and everything else stay the same as per the old tariff. The public need time to get used to having every taxi metered and the chance that the taxi driver will charge the full metered price without having a massive increase as well. A copy of the letter of response from Mrs. Corbett is at <b>Appendix A2</b>.</p>	<p>Once a request is made from the trade for an increase to the Table of Fares, the legislation dictates a timescale of consultation and determination by Licensing Committee. The timing of the request is not within the Councils control. The meters will have to be recalibrated should the proposals go ahead. The Licensing Team have had discussions with the meter installers and have offered council facilities to enable complete days and timetabled vehicle visits as part of a negotiated fee for recalibration on behalf of drivers/owners should the tariff change.</p>
3.0	David Patrick	<p>I am writing this letter to object to the New Proposed Hackney Carriage Tariff in the strongest possible terms. What this tariff does on very many of the shorter journeys is to reduce the amount that can be charged. Predominately by far the largest volume of our work involves what I will call short haul journeys where the journey distance is likely to be less than 1.4miles. ....</p> <p>Mr. Patrick goes on to outline some examples.....</p> <p><b>Larger Vehicles:</b> yet again Fenland District Council have ignored the vehicles that carry more than four passengers i.e. licensed to carry 6 &amp; 8 people. The result of the new tariff in this instance is particularly punitive in the decrease of earnings on those larger vehicles. Within our basket of Councils excluding Fenland 7 of those operate a special tariff for those vehicles when carrying more than 4 people this is normally an 50% extra of the tariff on normal time our tariff 2 and double at other times our tariff 3. Carlisle allow an extra 50p per person over 4 rather than a</p>	<p><b>Section 65(1) of the Local Government (Misc. Provs.) Act 1976</b> – A district council may fix the rate or fares within the district as well for time as distance, and all other charges in connection the hire of a vehicle or with the arrangements for the hire of a vehicle, to be paid in respect of the hire of the hackney carriages by means of a Table of Fares made or varied in accordance with the provisions of this section.</p>

## Schedule of Responses to Proposed Hackney Carriage Table of Fares

		<p>tariff. Larger vehicles are used by larger families and groups wishing to travel together to either go shopping or local venues the councils new tariff hits the drivers of those vehicles particularly hard. A 6 seater licensed vehicle with 6 people will have to travel over 2.2 miles before he benefits from any increase in the New Council tariff and a vehicle licensed to carry 8 people with a full compliment will have to travel over 3.2 miles. So in effect any journeys under those distances will see our earnings eroded not increased. This effectively makes those vehicles non viable to run.</p> <p>I would be more than happy to meet with licensing and licensing committee members to illustrate the problems.</p> <p><b>Mileage increase:</b> I believe that the increase in the mileage from £1.55 to £2.00 in one year to be too excessive and that those few people who travel greater distances have been very hard hit. I believe that for this year a rise to £1.80 would have been sufficient to be reviewed again next year.</p> <p><b>Booking fees:</b> are an essential part of our fare structure may I suggest you look at the tariff for Newark and Sherwood and Boston. It is to be argued that a booking fee is needed to counteract journeys where a long distance is travelled to undertake a short journey. Lets give an example of somebody in Murrow wanting to go to Parson Drove Surgery. No driver would accept that as a booking as by the time he has travelled from Wisbech to Murrow to pick up dropped at the Surgery and collected his fare and returned to Wisbech he will have used more fuel than the fare he has charged.</p> <p>Rather than taking the views of a small majority in to account it may have been better to invite a broad</p>	<p>The reduction in distance from 1 mile and 2/5ths to 1 mile was added following a request from Mr Patrick last year.</p> <p>The current Table of Fares shows Tariff 1 (07:00 – 23:00 hrs) ‘flag’ as £3.31 (1 mile and 2/5ths) with the proposed Tariff 1 fare (1 mile) as £3.30. All extras including a 36p booking fee were removed. See <b>Appendix B</b> for the existing and proposed Table of Fares.</p> <p>Doctors surgery visits etc: usually use volunteer schemes or FACT vehicles. See <b>Appendix C</b> for the Councils Integrated Transport Directory.</p> <p>The trade were aware of the Licensing Committee meeting scheduled on 2 March 2012 where the</p>
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## Schedule of Responses to Proposed Hackney Carriage Table of Fares

		<p>spectrum of the trade to council to give their views and to work together to advertise a tariff that is more representative of the trades wishes. This would have also shown the councils wish to work together with the trade rather than the continued fire fighting.</p> <p><b>My recommendation</b> therefore is that any tariff increase is suspended until further discussions can take place with the trade especially re the extras and a tariff for the larger passenger carrying vehicles. It is my hope that this can be resolved in house. Mr. Patrick's email is <b>Appendix A3</b> to this report.</p>	<p>request for an increase to the tariff was presented. Nobody attended, including the applicant for the increase Mr Andy Martin of Fenland Taxis.</p> <p>Tariff to be set and in place (with or without modification) no later than 02 May 2012 in line with legislation criteria.</p>
4.0	Carrie Aylward, a local resident from March.	<p>I would like to object to the revised table of fares. Last Thursday I took a taxi from station road to Neale Wade School for my daughters parents evening. I would expect this to cost between £3.50 to £4.00 as it has on previous occasions. Amazingly, due to waiting time, the meter showed a fare owing of nearly £9.00. The driver kindly reduced this to £7.00 but even so I feel this is excessive.</p> <p><b>Licensing Officers investigated further as this fare did seem a little excessive. On investigating further this was Ms Aylward's reply:</b></p> <p>Thank you for your attention to this problem. No I didn't ask them to wait. We were caught in traffic in Creek Road by Sainsburys and the driver, who I must say was trying his best to be helpful – decided to go the by –pass route so I ended up going back down Station Road, Norwood Avenue, Robingoodfellows Lane, Maple Grove then Wisbech Road onto the by-pass and down Knights End Road. .... I really do not want to get the driver in trouble as I do not believe he was trying to rip me off and my elderly mum using him</p>	<p>A Taximeter will operate on time and distance. I believe Ms Aylward's second response is self explanatory.</p>

## Schedule of Responses to Proposed Hackney Carriage Table of Fares

		<p>on a regular basis (he is very good to her). Ms Aylward' full response and email to licensing may be viewed at <b>Appendix A4</b> to this report.</p>	
5.0	Fenland Taxis (Mr. Andy Martin)	<p>Additions to my letter (see response 1.0 above).</p> <p><b>Point 1:</b> as a hackney carriage driver for 22 years in Wisbech I am concerned about the changes to the tariff you are trying to apply for us. I feel that changing the new tariff to 3.50 flag for 1 mile still but drop the price per mile down to 1.80 instead of 2.00 per mile as I feel this a very large jump this would lower the price on long journeys so the travelling public would still be able to afford to use taxis on long journeys.</p> <p><b>Point 2:</b> I feel we need a booking fee for journeys as explained above as some journeys would not work on a meter only and drivers would start refusing to do jobs that don't start end or go through Wisbech. I don't think there would be enough private hire vehicles to cope with the demand if taxis stop doing these jobs.</p> <p><b>Point 3:</b> As the running costs of a large vehicle are a lot more than a car we do need some sort of help on this matter to enable drivers to charge more only when taxis licensed for more than 4 passengers carry 5 or more passengers. As more than half the countys in our basket use time and half when doing larger partys I feel that we need your help.</p> <p>If you are not willing or able to allow us to use time and half when 5 or more passengers hire taxi. Would the</p>	<p>The current Table of Fares shows Tariff 1 (07:00 – 23:00 hrs) 'flag' as £3.31 (1 mile and 2/5ths) with the proposed Tariff 1 fare (1 mile) as £3.30. All extras including a 36p booking fee were removed. See <b>Appendix B</b> for the existing and proposed Table of Fares.</p> <p>All Fenland licensed drivers and vehicles are licensed to operate throughout the Fenland District. The majority of hirers may not want to go via Wisbech to reach their destinations.</p> <p><b>Section 65(1) of the Local Government (Misc. Provs.) Act 1976</b> – A district council may fix the rate or fares within the district as well for time as distance, and all other charges in connection the hire of a vehicle or with the arrangements for the hire of a vehicle, to be paid in respect of the hire of the hackney carriages by means of a Table of Fares made or varied in accordance with the provisions of this section.</p> <p>Dual driver licence conditions were presented to Licensing Committee in 2009 but were strongly</p>

## Schedule of Responses to Proposed Hackney Carriage Table of Fares

		<p>council licensing committee consider allowing existing drivers to have option of dual licence for free (only on one time for existing hackney carriage drivers only) so we got option of turning taxis that hold more than 4 passengers into private hire vehicle that would enable me to have 2 cars as hackneys and my mini bus as a private hire that way we could change time and half legally this would be an option for the council to help us drivers of large taxis.</p> <p>Mr. Martin's email is <b>Appendix A5</b> to this report.</p>	<p>rejected by the Wisbech &amp; District Drivers Association during the consultation period and as a consequence were not adopted by this Council.</p> <p>Any hackney carriage driver may apply to be a Private Hire Operator (fee £70 for up to 3 vehicles) &amp; Driver (fee £70) and license their vehicle (fee £115 plus new signage costs tbc) for Private Hire.</p>
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## Appendix A1

Andrew martin  
Fenland taxis  
6 borough close  
Wisbech  
Cambs  
Pe13 2sf

Ref fares review

Please can the licensing committee consider a change to the proposed new tariff that has been proposed in the paper as a driver in Wisbech for 22 years I feel that we need a extra rate for vehicles that hold more than 4 passengers and a booking fee or arrangement fee for phone bookings that can be priced as we feel appropriate

I have both a car and a minibus the new proposed as a whole is good for cars that pick up from a taxi rank

The problem we have is when a customer rings to make a booking from a village location it won't be financially viable for taxi drivers to do jobs that do not come into Wisbech or go through Wisbech on the journey

Example

Leverington to gorefield which could only be a journey of 1.5 to 2 miles but the taxi would have to travel 5 to 6 miles

Cost of taxi from Wisbech to leverington would be approximately £5 -£6

Cost of taxi from Wisbech to gorefield would be approximatly £7 - £8

Cost of taxi from Wisbech to leverington then on to gorefield could cost £ 10 - £11

For which we would only be able to get paid £4 - £5

As you can see we need a booking fee only to be applied on phone bookings

( not to be used from a taxi rank )

Also we need a rate for cars that carry more than 4 passengers as I have recommended before as a driver of a 8 seater car I could lose £3.19 on a local job under I mile

See below

8 passengers ( only extras for 6 )	6 @ 20p = 1.20	
8 cases in boot	8 @ 20p = 1.60	
Booking fee	1 @ 38p = 0.38	
Grand total of loss for using minibus	£ 3.18	
Add the basic fare for taxi	£ 3.31	
	<b>£ 6.49</b>	<b>total fare old tariff</b>
<b><u>Fare we can charge under new proposed fares</u></b>	<b><u>£ 3.30</u></b>	<b><u>total on new tariff</u></b>
<b>Which works out to a loss of</b>	<b><u>£ 3.19</u></b>	

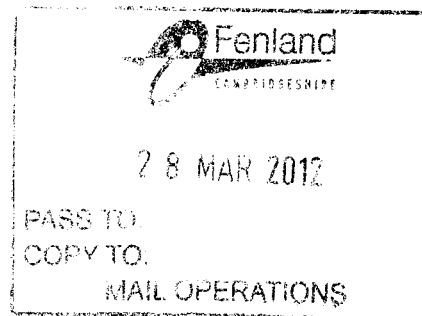
So you can see now why we need a extra boost in the fares for large vehicles

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*Bevs Taxis*

22<sup>nd</sup> March 2012

Kim Winterton  
Licensing  
Fenland hall  
County Hall  
March



Dear Kim,

I am writing this letter in regards to the new proposed Taxi tariff as advertised in the Fenland Citizen on the 21<sup>st</sup> March 2012. I would like to raise an objection against this tariff for several reasons.

1) This now makes a 2 mile journey £5.30 up from £4.24. This is a 25% increase. Peoples budgets are stretched now and I do not think this is fair on behalf of the public to be **possibly** charged this greater increase.

2) I do not believe the booking fee should be done away with as this helps cushion the jobs from village to village ie Leverington to Gorefield. The 36p could be rounded up to 40p and then it would be up to the individual driver if they want to put a booking fee on or charge just 20p etc. At present Bevs Drivers work on a maximum of 19p booking fee & this has worked perfectly for us and the public

3) As all Hackney Carriage taxi drivers have had meters fitted and all have to be in use from 1st April

This now means every cab would have to pay to have their meters recalibrated as well as losing the time in going over to March to have them resealed.

I would like to see just a 4p increase on the booking fee and everything else stay the same as per the old tariff. The public need time to get used to having every taxi metered and the chance that the taxi driver will charge the full metered price without having a massive increase as well.

Yours Sincerely,

Mrs L. Corbett

A handwritten signature in black ink, appearing to read 'L. Corbett'.

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**Appendix A3****Kim Winterton**

**From:** Kim Winterton  
**Sent:** 29 March 2012 10:35  
**To:** 'PATRICKDAVID432@aol.com'  
**Subject:** RE: New proposed Hackney Carriage Tariff.

Hello Mr Patrick

Thank you for your contribution to the 'Taxi' tariff consultation. I confirm your email will be included in the responses for Licensing Committee to consider the matter.

Kim Winterton  
Licensing Team Leader  
01354 622564  
07827 309688  
[kwinterton@fenland.gov.uk](mailto:kwinterton@fenland.gov.uk)

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**From:** PATRICKDAVID432@aol.com [mailto:PATRICKDAVID432@aol.com]  
**Sent:** 29 March 2012 07:45  
**To:** licensing; Kim Winterton  
**Subject:** New proposed Hackney Carriage Tariff.

Dear Licensing Department.

I am writing this letter to object to the New Proposed Hackney Carriage Tariff in the strongest possible terms.

What this tariff does on very many of the shorter journeys is to reduce the amount that can be charged.

Predominately by far the largest volume of our work involves what I will call short haul journeys where the journey distance is likely to be less than 1.4 miles

Under the present tariff a journey of up to 1.39 miles the tariff is as follows on a booked journey £3.31 flag plus 36 pence booking fee plus 20p for every additional passenger over 2. So a vehicle with 4 people on board travelling up to 1.39 miles can command according to tariff a fare of £4.07. Under your new tariff the fare will be £4.10 an increase of 3p. However on journeys less than 1.19 miles all fares will decrease to a point where we will be up to 37p worse of on small journeys.

Removing all the extras will in fact see many of the journeys in town decrease in price to £3.30 rather than if booked the £3.67 that we can presently legally charge.

#### Larger Vehicles.

Yet again Fenland District Council have ignored the vehicles that carry more than four passengers i.e. licensed to carry 6 and 8 people. The result of the new tariff in this instance is particularly punitive in the decrease of earnings on those larger vehicles. Within our basket of councils excluding Fenland 7 of those operate a special tariff for those vehicles when carrying more than four people this is normally an 50% extra of the tariff on normal time our tariff 2 and double at other times our tariff 3. Carlisle allow an extra 50p per person over 4 rather than a tariff.

Larger vehicles are used by larger families and groups wishing to travel together to either go shopping or local venues the councils new tariff hits the drivers of those vehicle particularly hard. A 6 seater licensed vehicle with 6 people will have to travel over 2.2 miles

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before he benefits from any increase in the New Council tariff and a vehicle licensed to carry 8 people with a full compliment will have to travel over over 3.2 miles. So in effect any journeys under those distances will see our earnings eroded not increased. This effectively makes those vehicles non viable to run.

I would be more than happy to meet with licensing and licensing committee members to illustrate the problems

Mileage increase.

I believe that the increase in the mileage from £1.55 to £2.00 in one year to be to excessive and that those few people who travel greater distances have been very hard hit. I believe that for this year a rise to £1.80 would have been sufficient to be reviewed again next year.

Booking Fees are an essential part of our fare structure may I suggest you look at the tariff for Newark and Sherwood and Boston. It is to be argued that a booking fee is needed to counteract journeys where a long distance is travelled to undertake a short journey. Lets give an example of somebody in Murrow wanting to go to Parson Drove Surgery. No driver would accept that as a booking as by the time he has travelled from Wisbech to Murrow to pick up dropped at the Surgery and collected his fare and returned to Wisbech he will have used more fuel than the fare he has charged.

Rather than taking the views of a small majority in to account it may have been better to invite a broad spectrum of the trade to council to give their views and to work together to advertise a tariff that is more representative of the trades wishes. This would have also shown the councils wish to work together with the trade rather than the continued fire fighting.

My recommendation therefore is that any tariff increase is suspended until further discussions can take place with the trade especially re the extras and a tariff for the larger passenger carrying vehicles.

It is my hope that this can be resolved in house.

Yours David Patrick

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29/03/2012

Hackney Carriage Proposed Tariffs  
Consultation Response Form

**Appendix A4**

The Council is consulting on its revised Hackney Carriage Table of Fares and would welcome any comments that individuals or organisations affected by it may have. The revised Table of Fares can be found on the Fenland District Council website at [www.fenland.gov.uk](http://www.fenland.gov.uk)

Please use this form to record your views on the Councils proposed changes to the Hackney Carriage Fares as determined at the Licensing Committee held on 2 March 2012.

All responses must be sent by 3 April 2012 to:-

Mrs K Winterton  
Fenland District Council  
Fenland Hall  
County Road  
March  
PE15 8NQ  
E:Mail: [licensing@fenland.gov.uk](mailto:licensing@fenland.gov.uk)

Name:	C AYLWARD
Address:	6 MORTONS COURT STATION ROAD MARCH CAMBS PE15 8LG
Organisation (if applicable)	N/A

If you are responding as a member of the taxi trade please indicate the type of licence(s) you hold:

Hackney Carriage Driver	Private Hire Driver
Hackney Carriage Vehicle	Private Hire Vehicle
	Private Hire Operator

Please state the grounds of your objection or statement of support for the revised Table of Fares.  
(Additional sheets may be added).

I WOULD LIKE TO OBJECT TO THE REVISED TABLE OF FARES. LAST THURSDAY I TOOK A TAXI FROM STATION ROAD TO NEALE WADE SCHOOL FOR MY DAUGHTERS PARENTS EVENING. I WOULD EXPECT THIS TO COST BETWEEN £3.50 TO £4.00 AS IT HAS ON PREVIOUS OCCASIONS. AMAZINGLY, DUE TO WAITING TIME, THE METER SHOWED A FARE OWING OF NEARLY £9.00. THE DRIVER KINDLY REDUCED THIS TO £7 BUT EVEN SO I FEEL THIS IS EXCESSIVE.

I AM NOW LESS INCLINED TO TAKE TAXIS AND HAVE WARNED ALL OF MY FAMILY AND FRIENDS. I ASSUME A LOT OF PEOPLE WILL DO THE SAME RESULTING IN LESS BUSINESS FOR THE TAXI FIRMS AND LESS AVAILABILITY FOR CLIENTS WHEN THEY HAVE NO ALTERNATIVE.

WITH THE LIKELIHOOD OF BUS CUTS IN THE NEAR FUTURE TAXIS MAY BE THE ONLY WAY FOR PEOPLE TO ACCESS LOCAL FACILITIES SUCH AS DODDINGTON HOSPITAL – I DREAD TO THINK HOW MUCH THAT WOULD COST.

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**Appendix A4b****Kim Winterton**

**From:** Carrie Aylward [carriea@mortgageforce.co.uk]  
**Sent:** 29 March 2012 10:04  
**To:** licensing  
**Subject:** Re: Emailing: Consultation Response Form  
**Follow Up Flag:** Follow up  
**Flag Status:** Red

Dear Amy

Thank you for your attention to this problem. No I didn't ask them to wait. We were caught in traffic in Creek Road by Sainsburys and the driver, who I must say was trying his best to be helpful - decided to go the by-pass route so I ended up going back down Station Road, Norwood Avenue, Robingoodfellows Lane, Maple Grove then Wisbech Road onto the by-pass and down Knights End Road.

If you wish to call me and discuss the matter you can contact me tomorrow morning on 07930697707. Anytime before 11am as afterwards I will be at work.

I really do not want to get the driver in trouble as I do not believe he was trying to rip me off and my elderly mum using him on a regular basis (he is very good too her)

Kind regards

Carrie Aylward

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

**From:** licensing  
**To:** 'Carrie Aylward'  
**Sent:** Wednesday, March 28, 2012 5:37 PM  
**Subject:** RE: Emailing: Consultation Response Form

Dear Carrie,

Thank you for your email.

The price you were charged sounds excessive. Could you tell me which taxi company you used? Can you tell us what constituted the waiting time? Did you ask them to wait for example? or did they add time due to traffic, etc?

You have completed the response form for the taxi tariff consultation and this will be put forward. However your incident describes the current taxi tariff in place in meters.

We are very interested in your experience, could we have a telephone conversation perhaps about the journey as other factors need to be taken into consideration.

The team can be reached on 01354 622571, alternatively provide your telephone number and I will give you a call back tomorrow.

Yours sincerely

Amy  
Amy Burgess  
Licensing Administration Officer

29/03/2012

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## Appendix A5a

Andrew martin  
Fenland taxis  
6 borough close  
Wisbech  
Cams  
Pe13 2sf

### Ref fares review

Please can the licensing committee consider a change to the proposed new tariff that has been proposed in the paper as a driver in Wisbech for 22 years I feel that we need a extra rate for vehicles that hold more than 4 passengers and a booking fee or arrangement fee for phone bookings that can be priced as we feel appropriate

I have both a car and a minibus the new proposed as a whole is good for cars that pick up from a taxi rank

The problem we have is when a customer rings to make a booking from a village location it won't be financially viable for taxi drivers to do jobs that do not come into Wisbech or go through Wisbech on the journey

### Example

Leverington to gorefield which could only be a journey of 1.5 to 2 miles but the taxi would have to travel 5 to 6 miles

Cost of taxi from Wisbech to leverington would be approximately £5 -£6

Cost of taxi from Wisbech to gorefield would be aproximatly £7 - £8

Cost of taxi from Wisbech to leverington then on to gorefield could cost £ 10 - £11

For which we would only be able to get paid £4 - £5

As you can see we need a booking fee only to be applied on phone bookings ( not to be used from a taxi rank )

Also we need a rate for cars that carry more than 4 passengers as I have recommended before as a driver of a 8 seater car I could lose £3.19 on a local job under I mile  
See below

8 passengers ( only extras for 6 )	6 @ 20p = 1.20	
8 cases in boot	8 @ 20p = 1.60	
Booking fee	1 @ 38p = 0.38	
Grand total of loss for using minibus	£ 3.18	
Add the basic fare for taxi	£ 3.31	
	<b>£ 6.49</b>	<b>total fare old tariff</b>
<b><u>Fare we can charge under new proposed fares</u></b>	<b>£ 3.30</b>	<b>total on new tariff</b>

**Which works out to a loss of £ 3.19**

So you can see now why we need a extra boost in the fares for large vehicles

**Appendix A5b**

**POINT 1**

AS A HACKNEY CARRIAGE DRIVER FOR 22 YEARS IN WISBECH I AM CONCERNED ABOUT THE CHANGES TO THE TARIFF YOU ARE TRYING TO APPLY FOR US

I FEEL THAT CHANGING THE NEW TARIFF TO 3.50 FLAG FOR 1 MILE STILL BUT DROP THE PRICE PER MILE DOWN TO 1.80 INSTEAD OF 2.00 PER MILE AS I FEEL THIS IS A VERY LARGE JUMP THIS WOULD LOWER THE PRICE ON LONG JOURNEYS SO THE TRAVELLING PUBLIC WOULD STILL BE ABLE TO AFFORD TO USE TAXIS ON LONG JOURNEYS

**POINT 2**

I FEEL WE NEED A BOOKING FEE FOR JOURNEYS AS EXPLAINED ABOVE AS SOME JOURNEYS WOULD NOT WORK ON A METER ONLY AND DRIVERS WOULD START REFUSING TO DO JOBS THAT DON'T START END OR GO THROUGH WISBECH

I DON'T THINK THERE WOULD BE ENOUGH PRIVATE HIRE VEHICLES TO COPE WITH THE DEMAND IF TAXIS STOP DOING THESE JOBS

**POINT 3**

AS THE RUNNING COSTS OF A LARGE VEHICLE ARE A LOT MORE THAN A CAR WE DO NEED SOME SORT OF HELP ON THIS MATTER TO ENABLE DRIVERS TO CHARGE MORE ONLY WHEN TAXIS LICENSED FOR MORE THAN 4 PASSENGERS CARRY 5 OR MORE PASSENGERS. AS MORE THAN HALF THE COUNTY'S IN OUR BASKET USE TIME AND HALF WHEN DOING LARGER PARTY'S I FEEL THAT WE NEED YOUR HELP. IF YOU ARE NOT WILLING OR ABLE TO ALLOW US TO USE TIME AND HALF WHEN 5 OR MORE PASSENGERS HIRE TAXI. WOULD THE COUNCIL LICENSING COMMITTEE CONSIDER ALLOWING EXISTING DRIVERS TO HAVE OPTION OF DUAL LICENCE FOR FREE ( only on one time for existing h/c drivers only ) SO WE GOT OPTION OF TURNING TAXIS THAT HOLD MORE THAN 4 PASSENGERS INTO PRIVATE HIRE VEHICLE THAT WOULD ENABLE ME TO HAVE 2 CARS AS HACKNEYS AND MY MINI BUS AS A PRIVATE HIRE THAT WAY WE COULD CHARGE TIME AND HALF LEGALLY THIS WOULD BE AN OPTION FOR THE COUNCIL TO HELP US DRIVERS OF LARGE TAXIS.

ANDREW MARTIN  
PROPRIETOR OF FENLAND TAXIS



<b>TABLE OF FARES</b>	
FARES FOR DISTANCE (inclusive of VAT)	
<b>Distance</b>	<b>Pence</b>
If the distance does not exceed one mile and two-fifths for the whole distance.	331
If the distance exceeds one mile and two-fifths for the first mile and two-fifths	331
For each subsequent one-fifth of a mile or uncompleted part thereof	31
<b>Waiting Time</b>	20
For each 1 minute or uncompleted part thereof	
<b>Extra Charges</b>	
For each person carried in excess of two (two children under 16 years old shall count as one person and children under the age of 3 years shall not be counted)	20
For each article of luggage conveyed outside the passenger compartment of the carriage	20
For each dog conveyed (except for guide, hearing and other assistance dogs for which no fee shall be charged)	50% of adult rates
For each arrangement conducted by telephone, letter or otherwise with the proprietor or driver prior to the commencement of a hiring for the hire to commence from a place other than a hackney carriage stand, maximum fee of	36
For persons soiling the carriage, a fee not exceeding	£60.00
<p>Provided that where a hiring by distance commences between 11 pm and 7 am the proprietor or driver may demand and take 150% of the above rate or fare in respect of distance, waiting time and additional passengers, Mon-Sat &amp; all day Sundays and 200% of the above rate or fare in respect of distance, waiting time and additional passengers may be demanded by the proprietor or driver all day on all Bank Holidays.</p>	

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## Appendix Bb

### HACKNEY CARRIAGE TABLE OF FARES For licensed vehicles fitted with a 'Taximeter'

In response to representations from Hackney Carriage proprietors and in accordance with Section 65 of Part II of the Local Government (Miscellaneous Provisions) Act 1976, Fenland District Council proposes to revise the Hackney Carriage Table of Fares, as follows:

<b>TABLE OF FARES</b> <b>FARES FOR DISTANCE</b> (inclusive of VAT)	
<b>Tariff 1: Between 07:00 – 23:00 hour</b> <b>Mon – Sat inclusive</b>	<b>Pence</b>
If the distance does not exceed one mile for the whole distance	£3.30
If a distance exceeds one mile, first one mile	£3.30
For each subsequent 1/10 mile or part thereof	£0.20
<b>Tariff 2: Between 23:00 – 07:00 hour</b> <b>Mon – Sat inclusive &amp; all day Sundays</b>	
If the distance does not exceed one mile for the whole distance	£4.90
If a distance exceeds one mile, first one mile	£4.90
For each subsequent 1/10 mile or part thereof	£0.30
<b>Tariff 3: for Public Bank Holidays including Christmas, New Year Period</b>	
If the distance does not exceed one mile for the whole distance	£6.60
If a distance exceeds one mile, first one mile	£6.60
For each subsequent 1/10 mile or part thereof	£0.40
<b>Waiting Time</b>	
Per minute or part thereof	£0.20
<b>Extra Charges: not calculated by taximeter</b>	
For persons soiling the carriage resulting in cleaning of vehicle, the maximum sum of	£80.00

Written representations/objections regarding the above may be made to the Licensing Team Leader, Fenland District Council, Fenland Hall, County Road, PE15 8NQ by 3<sup>rd</sup> April 2012.

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# Appendix C **FENLAND** TRANSPORT DIRECTORY



# Introduction

## Appendix C

This guide is designed to give information on Public Transport schemes and providers operating in Fenland. One of the key objectives of this booklet is to increase the awareness of what is available and to enable customers to contact providers.

We are keen to provide choice to the public and encourage the use of all types of public and community transport that can give an alternative to using your car for journeys.



# Bus Operators

## Appendix C

Name of Transport	Contact	Website	Details
Norfolk Green	01553 776980	<a href="http://www.norfolkgreen.co.uk">www.norfolkgreen.co.uk</a>	Norfolk Green is the main bus operator in Fenland and delivers bus services to most of the district. Including Wisbech, March and surrounding villages.
Stagecoach Cambridgeshire	01223 420544	<a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>	Stagecoach Cambridgeshire runs services to and from March, Chatteris, Whittlesey, Ely, Cambridge and Peterborough.
First Group	08456 020121	<a href="http://www.firstgroup.com">www.firstgroup.com</a>	Runs one service in Fenland – X1 from Peterborough to Lowestoft via Wisbech, King’s Lynn and Norwich. This bus service connects with train services at Peterborough Rail Station.
Emblings Coaches/ Judds	01945 450210		Emblings Coaches run a market day service on Tuesday to King’s Lynn and Friday to Downham Market. They also run regular services between March - Wisbech and Coates - Peterborough.
WH Fowler	01406 330232		Runs one service in Fenland – WHF from Wisbech to Gorefield on a two hourly timetable.

Printed copies of bus timetables are available from Fenland @ your service shops. For further information please contact the relevant bus company using the telephone or websites listed above.

# Train Operators

## Appendix C

**There are 3 train operators delivering rail services in Fenland**

- Cross Country Trains
- East Midlands Trains
- Greater Anglia (Abellio)

For further information on timetables please contact the relevant company.

<b>Operator</b>	<b>Contact</b>	<b>Website</b>	<b>Details</b>
Cross Country Trains	08700 100084	<a href="http://www.crosscountrytrain.co.uk">www.crosscountrytrain.co.uk</a>	Birmingham New Street – Stansted Airport. About hourly through the day into the evening.
East Midlands Trains	08457 125678	<a href="http://www.eastmidlandstrains.co.uk">www.eastmidlandstrains.co.uk</a>	Liverpool – Norwich. One commuter train each way per day.
Greater Anglia (Abellio)	08456 007245	<a href="http://www.greateranglia.co.uk">www.greateranglia.co.uk</a>	Peterborough to Ipswich via Whittlesea and March. Two hourly service throughout the day.



# Community Transport Operator

## Appendix C

Operator	Contact	Website
FACT Ltd	01354 661234	<a href="http://www.fact-cambs.co.uk">www.fact-cambs.co.uk</a>

**Services provided by FACT** (To use these services, you must be a FACT member, for which there is a small annual charge)

### DIAL-A-RIDE (DAR)

There are four DAR routes covering the Fenland area and monthly specials to places such as Peterborough, Stamford, Ely, Huntingdon and King's Lynn. This is a pre-bookable scheduled service operating throughout the Fenland area currently six days a week. Dial A Ride provides a door-to-door service for people who are living in an area with limited or no access to local bus routes or even if you have no access to a car during the day. They also assist people who are unable to access public transport due to age or disability. You don't have to be elderly or disabled to enjoy the benefits of Dial A Ride!

### GROUP HIRE

A mixed fleet of fully accessible minibuses is available for hire by any not for profit body whose activities are concerned with social welfare, recreation, cultural or similar purposes.

### DIAL-A-CAR

This is a pre-bookable service which can be used by any individuals who have no access to transport services. This service can be used for you to visit friends/relatives or medical appointments.

### MINIBUS DRIVER AWARENESS SCHEME (MIDAS) TRAINING

FACT also provides MIDAS Training. MIDAS has been developed to promote and establish a single national standard for the assessment and training of minibus drivers. The FACT Trainer is able to assess and train minibus drivers, equipping them with the necessary skills to handle a minibus safely and confidently, with the needs of passengers in mind.

# Community Car Schemes

## Appendix C

Community car schemes provide a highly valued service to those who would otherwise be unable to get to medical appointments, shopping and other services and to keep in touch with relatives and friends. Schemes can provide transport for essential journeys for people who have difficulty using public transport and those who have no access to a car. Journeys are provided by voluntary drivers and are booked through a coordinator. For further information please contact your local scheme.

<b>Name of Community Car Scheme</b>	<b>Contact</b>	<b>Details</b>
Chatteris Community Car Scheme	07944 814156	Journeys to many destinations for Chatteris residents, such as the GP surgery, or other medical journeys. Also offers transport for social purposes, including shopping, visiting friends, hairdressers, social clubs, etc.
Joan Jumeau Adapted Car Scheme	01354 692381	Offers transport using a wheelchair accessible vehicle for residents of Chatteris and area, for social and medical purposes.
Doddington & Benwick Community Car Scheme	07919 061158	For those in Doddington and Benwick who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist. Also visiting friends and relatives in hospital.
Elm, Friday Bridge, Coldham & Christchurch Community Car Scheme	07902 316360	For those living in Elm, Friday Bridge & Coldham who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.

# Community Car Schemes

## Appendix C

Gorefield Social Car Scheme	07500 479444	For those living in the parish of Gorefield and nearby Parsons Drove GP Surgery who are unable to make essential journeys by any other means. Offers transport mainly to appointments at the surgery or hospital, optician and dentist, or picking up prescriptions. Also visiting friends and relatives in hospital, and social purposes.
Leverington, Newton and Tydd Villages Community Car Scheme	07879 082158	For those living in the parish of Leverington who are unable to make essential journeys by any other means. Offers transport mainly to appointments at the surgery or hospital, optician and dentist, or picking up prescriptions. Also visiting friends and relatives in hospital.
Manea Community Car Scheme	07913 417358	For those living in Manea who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.
March Community Car Scheme	07742 928531	For those in March who are unable to make essential journeys by any other means. Can undertake journeys to GP surgeries or to hospital, optician, chiropodist and dentist appointments. Also visiting friends and relatives in hospital.
Parson Drove Surgery Car Service	07766 534280	For patients registered at Parson Drove GP Surgery who do not have the use of a car and are unable to use conventional public transport. Provides transport for any medical appointment with a doctor, nurse, dentist, optician, or chiropodist, prescription collection, or hospital outpatients appointment, and visiting relatives or friends in hospital.

# Community Car Schemes

## Appendix C

Whittlesey Community Car Scheme	07810 427483	Offers transport for residents of Whittlesey, Coates, Eastrea, Turves and Pondersbridge for social and medical purposes, i.e. GP surgery appointments, opticians, dentists, and shopping. Can undertake journeys to visit friends and family in hospital and outpatient department appointments.
Wimblington & Stonea Community Car Scheme	07563 782938	Provides transport for residents of Wimblington for social and medical purposes. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.
Wisbech Community Car Scheme	07541 400780	For those living in Wisbech who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.
Wisbech St Mary Community Car Scheme (including the villages of Guyhirn, Ring's End, Murrow and Thorney Toll)	07592 407283	For medical journeys, such as appointments at the surgery, hospital or dentist, for picking up prescriptions and hospital visiting, and also for social journeys to clubs, activities, visiting relatives and friends, or shopping. The scheme is particularly aimed at helping those without transport and the elderly to get out and about.

# Taxi Operators (Details taken from the public register on 25.01.12)

## Appendix C

<b>Name of Taxi Operator based in Wisbech</b>	<b>Contact</b>
Ace Taxi	01945 467565
Acme Cabs	01945 585858
AFTC Taxi	07999 500551
Andy's Taxi	07548 682130
B's Taxi	07780 850640
Barratt Cars	07512 151511
Bev's Taxi	01945 466466
Billy's Cabs	07887 874313
BRN Taxi	01945 464432
Cox's Taxi	01945 580242
Fenland Taxi	01945 474554
Foxy Cabs	07785 563579
Gary's Taxi	01945 487124
Destiny Cabs	01945 461550
Glenn's Taxis	01945 589924
Horsefair Taxi's	01945 466839
Independent Taxi	07833 458940
Jimmy's Cabs	01945 582311

Jo's Taxi	01945 420426
Kelly's A1 Airport Taxi	01945 467461
Murrow Taxi	07786 330990
Rob's Taxi	07952 944453
Sywell Taxis	01945 860720
Ray's Taxi service	07860 573604
Tinkerbelle Taxis	07737 296070
United Taxis	01945 467565
Wisbech Taxis	01945 440099

<b>Name of Private Hire operator based in Wisbech</b>	<b>Contact</b>
Andrews Travel Service	01945 467046
Eastern England Airport Service	01354 638865
Gathercole Cars	01945 583974
Graham Private Hire	01945 581895
JR Cars	07894 498845
NHD Limousine	07989 927742
Parkers of Wisbech Ltd	01945 463828
Salters Private Hire	01945 467323

# Taxi Operators

Appendix C (Details taken from the public register on 25.01.12)

<b>Continued - Name of Private Hire operator based in Wisbech</b>	<b>Contact</b>
SJS Travel	07554 894371
The Private Hire Company	07860 573604

<b>Name of Taxi operator based in March</b>	<b>Contact</b>
5 star Euro Taxi	07737 248856
A & D Cabs	01354 659419
Alan's Taxi	01945 607694
CT Taxi	01354 652552
Dave's Cars	07551 368364
Dart Taxi	01354 658189
Gem Cabs	01354 655252
Just Us	01354 651630
M & K Cabs	01354 658786
March Taxis	01354 656827
P & M Taxis	07787 541709
Star Taxi	01354 653447
Tru Taxis	07818 867668
N & A Cabs	07932 748462

<b>Name of Private Hire operator based in March</b>	<b>Contact</b>
MPV Private Hire	01354 741881
Robinson's Cars	07881 784284

<b>Name of Taxi operator based in Whittlesey</b>	<b>Contact</b>
Luxe Travel Ltd	01733 202902

<b>Name of Private Hire operator based in Whittlesey</b>	<b>Contact</b>
1st Call Private Hire	01733 202278
Hobbs Private Hire	01733 205043
Luxe Travel Ltd	01733 202902
Phipps Private Hire	01733 206966
Swift Carz	01733 206666

<b>Name of Taxi operator based in Chatteris</b>	<b>Contact</b>
AEG Taxi	01354 694411

# NHS Non Emergency Patient Transport

## Appendix C

### **NHS Non Emergency Patient Transport**

Patients are responsible for getting themselves to and from non-urgent NHS appointments.

NHS Cambridgeshire funds patient transport only to those patients who have a medical need and have no alternative means of getting to and from hospital. Patient transport is arranged through your GP surgery and is subject to meeting certain medical needs.

### **Am I eligible?**

Eligible patients are those:

- Where the medical condition of the patient would be harmful to the patient's condition or recovery if they were to travel by other means
- Where the patient's medical condition impacts on their mobility so that they would be unable to access healthcare by other means
- A parent or guardian when children are being transported
- Patient transport could also be provided to a patient's escort or carer e.g. those accompanying a person with a physical or mental incapacity, vulnerable adults or to act as a translator. You must let your GP know if you require this service at time of booking transport so that it can be arranged for you.

### **Alternative Transport Arrangements**

If you are not eligible for patient transport you will need to make your own travel arrangements. Alternative types of transport are listed in this booklet.

### **Help with travel costs**

If you are on income-based benefits, low income or are a war pensioner you may be able to get help with your travel costs. For further information contact Patient Advice & Liaison Service (PALS) on 0800 279 2535 or 01223 725588.

## Further Help and Advice

### Appendix C

Company	Address	Contact	Website
Travel Line		08712 002233	<a href="http://www.traveline.info">www.traveline.info</a>
National Rail Enquiries	2nd Floor Cutlers Court 115 Houndsditch London EC3A 7BR	08456 007245	<a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
Association of Train Operating Companies (ATOC)	ATOC Ltd 3rd Floor 40 Bernard Street London WC1N 1BY	02078 418000	<a href="http://www.atoc.org">www.atoc.org</a>
Patient Advice & Liaison Service (PALS)		08002 792535 01223 725588	<a href="http://www.nhs.uk">www.nhs.uk</a>
Fenland District Council	Fenland Hall County Road March PE15 8NQ	01354 654321	<a href="http://www.fenland.gov.uk">www.fenland.gov.uk</a>
Cambridgeshire County Council	Shire Hall Castle Hill Cambridge CB3 0AP	03450 450675	<a href="http://www.cambridgeshire.gov.uk">www.cambridgeshire.gov.uk</a>

**To the best of our knowledge all information in this booklet was accurate at the time of going to print. We recognise that details change and will make amendments to future updates. If you find any errors, omissions or know of any new services, please let us know.**



## Appendix C



Fenland Hall, County Road, March,  
Cambridgeshire, PE15 8NQ  
Tel: 01354 654321  
Email: [info@fenland.gov.uk](mailto:info@fenland.gov.uk)  
Web [www.fenland.gov.uk](http://www.fenland.gov.uk)

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