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taxi rank

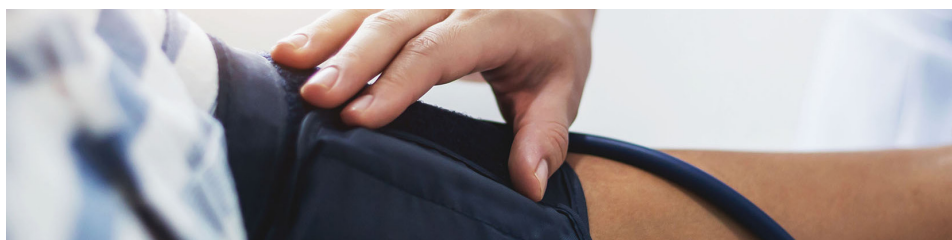
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Blood Pressure monitoring kits



The Public Health team has secured funding and has purchased some home blood pressure monitoring kits. We are aware that as drivers are often sat for many hours at a time this can have a detrimental effect on their health.

When you are parked at the rank or waiting for a job, a good idea is to get out the vehicle, stretch your legs and get some fresh air.

If you feel you would benefit from having a kit to monitor your blood pressure, please email taxi@broxbourne.gov.uk with your name and hackney carriage/private hire driver licence number to request a kit. The kits are free but would be on a first come first served basis.

**THANK
YOU!**

Thank you for continuing to provide a great service to our community.

The assistance you give to people going shopping, visiting the doctor and getting people home safe at night is valuable and appreciated.

Air Quality

Poor air quality is a major health concern, and the main source of pollution is road transport. Over 50% of Particulate Matter (PM) in cities comes from taxis and cars. Idling engines contribute to local air pollution, which is harmful to health. If you would like to help improve local air quality, please switch off your engine if parked for a minute or longer. Please be particularly mindful around schools/pick up time



New Taxi Rank

There are proposals in place for an additional taxi rank in Hoddesdon town centre which can be found online at

<https://www.broxbourne.gov.uk/planning/plans-developments/3>



The text on page 39 states “In the town centre, a taxi rank is located on Amwell Street, by Morrisons. While an extended stacking area was provided here in 2009, the recent emergence of restaurants and cafes in the southern town centre area has introduced demand for additional provisions. The strategy therefore proposes the introduction of an additional taxi rank to replace the existing loading bay on Brocket Road, by Barclays Bank. The loading bay currently appears to be underused. Any measures will be coordinated with adjacent businesses, as well as drivers and cab companies.”

If you would like to provide any feedback on the proposal, please email taxi@broxbourne.gov.uk by **15th May 2023** and we will pass on to the Planning Team.



Assistance Dogs

A reminder that since 2001, licensed hackney carriage and private hire drivers are required to carry guide, hearing and certain other assistance dogs accompanying disabled people, and to do so without any additional charge. For example, a driver must not add a surcharge to the meter for carrying an assistance dog. The meter should not be activated until both the passenger and assistance dog are properly settled, and the vehicle is ready to depart. Equally, the meter should be stopped as soon as the destination is reached, and before any unloading takes place.

The dog must be allowed to remain with the passenger, usually in the foot well of the vehicle.

It costs many thousands of pounds to train an assistance dog and they are not to be placed in the boot. If you are concerned about hair/dirt from the dog then if you wish to keep a mat in the vehicle to bring out for the dog to sit on in the foot well, that is acceptable.

Any driver with a medical reason for not complying with this condition must obtain a medical certificate from a registered medical practitioner to exempt that person from this condition. Any expenses incurred in obtaining this certificate will be paid for by the applicant. Once received we will issue an exemption certificate to be displayed in the vehicle. Any refusal of an assistance dog without the above will result in enforcement action against the driver and prosecution under the equality act 2010.

The vast majority of drivers comply with this requirement but we have received reports of drivers leaving the ranks en masse when they see a guide dog approaching, which is not acceptable.

If you are unclear what is expected of you, please contact the taxi licensing team on **01992 785593** to discuss in order to avoid any misunderstandings or upset to a passenger with an assistance dog and possible prosecution against yourself.



Invoices

We are moving to paperless invoicing. Therefore invoices will be emailed direct to you, but your renewal letter and application will still be posted. If you receive your invoice before your renewal, please be assured that the renewal paperwork will be on it's way to you.

Please ensure we are kept up to date if you change your email address or provide us with an email address if we don't hold one for you.

Hertfordshire County Council Transport



We have been asked to share the below information by Hertfordshire County Council.

The County Council's Transport and Procurement teams have arranged an open day for anyone interested in working for Hertfordshire County Council, school (SEN and mainstream) and social transport.

Hertfordshire County Council (HCC) is looking for companies / operators to transport children and adults via contracts across Hertfordshire and out of county. This includes home to school transport contracts.

There are four categories you can apply for. Suppliers are invited to bid for 1, more or all of the Category's listed. The majority of transport that we set up is for Special Educational Needs.

- **Category 1 – Wheelchair accessible vehicle**
- **Category 2 – Special Education Needs Transport**
- **Category 3 – Transport that requires a passenger assistant**
- **Category 4 – Mainstream school transport**

There will be a short presentation on the different types of work, tendering systems and training. See details below:

Wednesday 10 May, Welwyn Garden City Library, Campus West, AL8 6 AJ between 10am-4pm. Nearest Car Park – Campus East Lower Car Park, College Way.

Please email vijoy.toora@hertfordshire.gov.uk or call **01992 658191** to book a slot (these will be 1 hour slots) or to discuss further.

In order to receive alerts or be invited for new contract opportunities, you are required to register for free on the Supply Hertfordshire portal which can be found at www.supplyhertfordshire.uk Search "Dynamic Purchasing System (DPS) for the Provision of Transport Services" HCC Reference: HCC1709938

You can also just apply through these links above.

Drivers

Disclosure and barring update service

When a driver completes and subsequently receives their next DBS (disclosure and barring service) certificate, they will be required to join the DBS update service.

You can join the Update Service for enhanced checks as soon as you have your application form reference number. You can request this number when you apply for your DBS check.

You can also join the Update Service with your certificate number when you receive your DBS certificate. If so, you must do so within 28 calendar days of the 'date of issue' which is printed on the certificate.

Here is a link to guidance:

<https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide>

If you do not join within 28 days of the issue date of the certificate then you will need to complete another application at a further cost to you of £44 and then join the update service. It is not optional.

Sometimes the DBS service issue a manual certificate which they will send with an accompanying letter. You cannot join the DBS update service with a manual certificate, so unfortunately you will have to do another DBS application 6 months after the manual certificate was issued at a further cost to yourself in order to meet the policy requirements.



NR3

National Register of Refusals and Revocations

As detailed in our newsletter last year The Local Government Association (LGA), the representative body for local councils, has commissioned a new National Register of Refusals and Revocations (NR3). The register will be hosted by the National Anti-Fraud Network (NAFN). The intention of this is to prevent drivers who have had a hackney carriage or PHV licence revoked or an application for one refused, going to another authority to dishonestly secure a licence by failing to disclose their previous licensing history.

With effect from the 27 April 2023 we will be required to register suspensions of driver licences on the register in addition to revocations.

Here is a link which details the changes:

<https://www.gov.uk/government/publications/taxis-and-private-hire-vehicles-safeguarding-and-road-safety-act-2022/taxis-and-private-hire-vehicles-safeguarding-and-road-safety-act-2022>

So for example, if your driving licence is suspended for a period due to your medical not being provided in time or your DBS application not being received in time then the licence suspension would be added to the NR3 register and would remain on the register for 11 years.

Lapse in Licence:

A Reminder that we require your renewal application at least 5 working days before the licence is due to lapse.



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We often receive applications a day or two before the licence is due to expire, this puts additional pressure on staff which is avoidable.

Any lapse in licence, without prior notification to the Council with an acceptable reason, will result in the applicant being treated as a new applicant.

DVLA Licence checks

Our application forms now include a statement that allows us to check your DVLA records directly, so you will no longer be required to provide a DVLA check code (unless there is a problem)

Refunds and Duplicate Copies

In the case of any licence where the licence holder voluntarily surrenders their licence prior to the expiry date or an unsuccessful application is made, no refund will be issued.

Where the Council receives a request for a duplicate copy of any previously issued licence, the charge

for this, as set out the Council's current fees and charges schedule will be £15 with effect from 1 April 2023. So please keep your paper licences safe.

Conduct

The vast majority of drivers display exemplary behaviour but we have had some reports of drivers arguing at ranks in front of customers as one of the drivers has witnessed behaviour that does not meet rank etiquette.

If the disagreement is due to a driver not behaving as a licensed driver should, please report the incident to the Licensing Office rather than addressing the matter directly with the driver and our Enforcement Officer will speak to the driver concerned. Our email is taxi@broxbourne.gov.uk. Dependant on the seriousness of the issue this could result in enforcement action such as verbal or written warning.



Vehicles

New Fee

When a vehicle reaches 7 years of age, there is a requirement for a compliance to be carried out every 6 months. The cost of the extra compliance will be included in the vehicle licence fee, which will be £200 from when the vehicle is 7 years old.

The increase in the licence

fee has not been brought into our fee structure yet (this will be done shortly). When the fees have been amended you will receive an invoice for £200 rather than £160 for a renewal of a vehicle over 7 years old and then 6 monthly compliance tests will be required.

For the avoidance of doubt, any vehicle that would not pass

a Certificate of Compliance inspection or a MOT must not be used until such time as the requirements of the Certificate of Compliance and/or MOT testing can be met.

MOT Advisories

Any MOT advisory relating to tyres must be rectified as soon as possible or the vehicle licence may be suspended

until such time as the work is completed. The Council also reserves the right to extend this requirement to other MOT advisories where deemed necessary for the protection of the public. Confirmation of work carried out may be required such as sight of invoices.

Vehicle age

It remains that a vehicle has to be under 5 years of age to be first licensed. If you do not renew your vehicle licence on time and it lapses then any future application will be dealt with as a new application and if the vehicle is 5 years or over it will not be licensed, regardless of whether it has been licensed previously.

For London Black cabs Tx4 etc the vehicle has to be under 10 years of age at first registration.

Return of Licence Plates and Licence Badges

All licence plates and licence badges remain the property of the Council and must be returned:

- at the point of collection of any renewed plate or badge,
- upon written request within seven days of such a request,

- within seven days of expiry (when not renewed) or surrender,
- immediately upon suspension or revocation,
- when a vehicle is off the road as it does not meet the Council's testing requirements, or;
- when a temporary replacement vehicle plate is issued

The majority of drivers do comply (thank you), but we do spend unnecessary time chasing the return of plates/badges. If we continue to have problems then we may have to refuse to issue new badges/plates unless the old plate/badge is handed in at the same time.

Accident Reporting



All licensed vehicles involved in an accident, however minor, are required to obtain the approval of an authorised officer of the Council to continue operating. Following an accident or damage to a

licensed vehicle, the vehicle must be inspected within 3 working days by an authorised officer of the Council to determine its fitness for continued use. Alternatively, a photo of the damage can be e-mailed to the Licensing Office to determine if the vehicle needs to be inspected. If it is determined that the vehicle is fit for continued use, a time-scale for any cosmetic repairs will be notified to the licensed driver.

The Council may suspend the use of a licensed vehicle until it is suitably repaired and conforms to the Council's testing requirements.

Compliments/Complaints

Upon renewal each driver of a licensed vehicle will be supplied with a notice to display in their vehicle which will detail the licence number of the vehicle and the Council's contact details in the event that a passenger would like to register a complaint or compliment.



Operators

A private hire operator must ensure that every private hire vehicle they operate has a current private hire vehicle licence and is driven by a person who holds a current private hire driver licence. All three licences, private hire operator, private hire vehicle and private hire driver, must be issued by the same licensing authority.

