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**THANK!
YOU!**

Dear drivers/operators, thank you for your continued work ensuring the public can travel safely.

Tariff review

As you will be aware, the Council annually reviews the hackney carriage fare tariff and as part of the review wishes to take into account the views of the hackney carriage trade.

You are therefore invited to give your views on any change to the current tariff and whether you consider an increase, a decrease, time change or rate change is appropriate, supported by your reasons and any evidence available to support those reasons. If you wish to propose an increase in the fare tariff, it would support your case if you provided a fare scale covering the increase sought such as any change to the 'click on' rate and/or the distance charge.

Please forward your proposals in writing to **Taxi Licensing, Bishops' College, Churchgate, Cheshunt, Herts, EN8 9XQ** or email **taxi@broxbourne.gov.uk** to reach this office by no later than **11 October 2023**. The Council will carry out the review of the tariff after the consultation period has ended. All of the responses to this consultation will be collated and included in a report to the Regulatory committee.

If you do not respond, it will be assumed you are satisfied with the current tariff and consider that no changes should be made, but a reply from you giving your views either way would be appreciated.

Proposals can be submitted from individuals or from a group of drivers, but please indicate if it is from an individual or a group (giving a list of names) and also include a name and contact number in case any proposals need to be discussed further. You will be contacted once the consultation has ended and an outcome reached.

Disclosure and Barring Update Service – important information

As part of licensing conditions, drivers are required to join the DBS update service within 28 days of the issue date of their certificate. The cost to join is £13.00.

Please be aware that once you have joined the DBS update service you will be required to pay an annual fee of £13.00 to continue to be registered.

The fee is payable to the Disclosure and Barring Service, if you saved your payment card when you registered the payment would automatically be deducted when due. However if the card is no longer valid or you did not save your payment card then you will receive an email asking for payment.

If you do not make payment then your registration will expire and you would be required to complete a new DBS application at a cost of £44.00 to yourself and then register with the update service using your new certificate at a cost of £13.00.

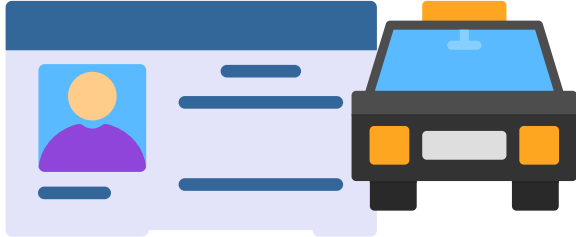
So please be vigilant/aware of when your registration is due so that you do not miss any renewal emails for the DBS.

You can log into the DBS update service and see your subscription expiry date. You have until a day before it expires to renew, so if the subscription expires 15/09/2023, you have until 14/09/2023 to renew.



Medical Certificates

The Council issues medical certificate renewal letters at least four weeks before your medical expires. Once received, please contact your Doctor's surgery as soon as possible in case it is difficult to get an appointment.



Refunds and charges for duplicate copies of licences

If a 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 £15.00. So please keep your paper licences safe.

Lapse in Licence

A reminder that the Council requires your renewal application at least 5 working days before the licence is due to lapse.

Applications are often received a day or two before the licence is due to expire, putting 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.



Assistance Dogs

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.

Please click on the below link to see the latest campaign from [The Guide Dogs Association](#) regarding licensed vehicles and transporting assistance dogs.

Conduct

As you are in a public facing role, please be aware that the Council expects a high standard of conduct, not just with the Public but with each other.

If you see/experience another licensed driver falling below this standard, please contact the Licensing Team directly to report rather than deal with the issue yourself.



SAFEGUARDING

#Look closer campaign



The Children's society are running a #lookcloser campaign.

Taxis and private hire vehicles are sometimes used to transport young people for the purpose of abuse and exploitation.

As a driver you may overhear concerning conversations a young person is having on the phone. The act of abuse or exploitation may not be visible but the control, coercion, grooming and its impact on a young person may be.

Whilst sharing a vehicle with a young person, you may be the only one to hear and observe signs of exploitation and abuse.

As a driver, look closer for a child or young person:

- Travelling alone? Unfamiliar with the local area?
- Travelling at unusual hours (during school time, early in the morning, or late at night?)
- Travelling to multiple destinations in one day or night?
- Travelling long distances and paying for a journey that is expensive and would seem unrealistic for a young person to afford by themselves?
- Paying for journeys in cash or prepaid? Carrying lots of cash?

- Anxious, frightened, angry, showing signs of neglect or displaying other behaviour that makes you worried?
- Using words describing criminal or sexual activity?

If something doesn't feel right, don't wait, report it:

- **Call the police on 101 or 999 in an emergency**
- You can also report to the police online. Only report your concerns when it is safe for you to do so, even if this is after the event that your concerns initially arose. Do not attempt to intervene yourself.
- Call Crimestoppers on 0800 555111
- If you have information on child exploitation and abuse or suspect it may be happening but want to remain completely anonymous, you can contact the independent charity Crimestoppers online or on the phone.
- Call the NSPCC on 0808 800 5000
- The NSPCC helpline is staffed by trained professionals who can provide expert advice and support if you're concerned about a child.

