



Inside this issue...

Accidents

Children travelling
in taxis

Toilet facilities

Convictions

Operation
Makesafe

Fee Setting

All fees effective from 5 April 2024 are listed at this link:
[Private hire and Hackney Carriage 2024/25 licensing fees](#)



Extra compliance test for vehicles over 7 years old

We have received some queries regarding the timing of the extra compliance test. If the vehicle is under 7 years at the time of the compliance, then the compliance certificate will be valid for a year (even if the vehicle turns 7 during this period). If the vehicle is 7 years or older when the compliance is carried out, the compliance will be valid for 6 months.



Compliance Garages

The tender process for our compliance garages will commence shortly with a view to the successful garages being awarded contracts from 1 July 2024.

New Fee

When a vehicle reaches 7 years of age, there is a requirement for a compliance test to be carried out every 6 months. The cost of the extra compliance/administration will be included in the vehicle licence fee. From 5 April 2024 the fee will be £200 for a renewal of a vehicle licence for vehicles over 7 years old.

To clarify, if the vehicle is under 7 years old on the renewal date you will pay the standard renewal rate (even if the vehicle turns 7 during the licence period). If it is 7 years old or over on the renewal date then you will pay the increased fee.

The increase in the licence fee will take effect from 5 April 2024, however if you have already received an invoice for the lower fee, you will not be expected to pay the difference.

For the avoidance of doubt, any vehicle that would not pass a Certificate of Compliance inspection or an MOT must not be used until the requirements of the Certificate of Compliance and/or MOT testing can be met.

Accidents

Please be aware that if your vehicle is involved in an accident, you are required to notify the Taxi Licensing Team within three working days.

The vehicle must be inspected within three working days by an authorised officer of the Council to determine its fitness for continued use.

Alternatively, a photo of the damage can be emailed to the Taxi Licensing Office at taxi@broxbourne.gov.uk to determine

if the vehicle needs to be inspected. If it is determined that the vehicle is fit for continued use, a timescale for any cosmetic repairs will be advised 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.

If your vehicle has to be taken away to be repaired, you must remove the licence plate from the rear of the vehicle.



Children travelling in taxis

The safest way for a child to be secured in a taxi is in an age appropriate child or booster seat until they are 12 years old or 135cm tall. However drivers of licensed vehicles are NOT required to provide such seats, instead children over the age of 3 must use an adult seat belt and use a rear seat. Under no circumstances should a child be allowed to stay in a pushchair. Licensed drivers are exempt from wearing a seat belt whilst seeking hire, answering a call for hire or carrying a passenger for hire. A seat belt must be worn at all other times.



OCCUPANT	FRONT SEATS	REAR SEATS	RESPONSIBILITY
Driver	Seatbelt must be worn if fitted	Not applicable	Driver
Child up to 3 years of age	Correct child restraint must be used	Correct child restraint must be used. If one is not available in a licensed taxi or private hire vehicle the passenger may travel unrestrained.	Driver
Child age 3 to 11 years and under 135cm in height (approx. 4.5ft)	Correct child restraint must be used	Correct child restraint must be used if seatbelts are fitted. If a child seat is not available, a child may travel using just the seatbelt in these situations: <ol style="list-style-type: none"> 1. In a licensed taxi or private hire vehicle 2. For a short distance if the journey is unexpected and necessary 3. There isn't room to fit a third child seat 	Driver
Child 12 or 13 or younger child 135cm or more in height	Adult seatbelt must be worn if fitted	Adult seatbelt must be worn if fitted	Driver
Passengers over 14 years	Must be worn if fitted	Must be worn if fitted	Passenger

Toilet Facilities

We appreciate that when you are a licensed driver you may require local amenities during your working day. Just so that you are aware, there are toilets available for your use at the following locations:

Bishops' College, Churchgate, Cheshunt EN8 9XG – at the far end of the car park to the left of the Registry Office. (9am to 5pm Monday to Friday)
For the car park you would need to obtain a ticket to display in your car to show 1 hour free parking.

Spotlight Theatre, High Street, Hoddesdon, EN11 8BE (10am – 4.30pm Monday to Friday, weekend opening times depend on show times) If asked, please show your licensed driver badge. **Free parking in car park.**

John Warner Sports Centre, Stanstead Road, EN11 0QG . You will be required to show your licensed driver badge to the receptionist.

Please check online for opening times [John Warner Sports Centre](#) •

[Be.Broxbourne \(bebroxbourne.co.uk\)](#) as not all

days are the same. **Free parking in car park.**

Laura Trott Leisure Centre, Windmill Lane, Cheshunt EN8 9AA (during café opening hours, these are currently 8am to 5pm) You will be required to show your licensed driver badge to the receptionist. **Please note that there is a charge to park in the car park at Laura Trott Leisure Centre and this will not be refunded.**



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.

Please be aware that once you have joined the DBS update service, you will be required to pay an annual fee of £13 to continue to be registered.

The fee is payable to the Disclosure and Barring Service. If you saved your payment card when you registered then 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 with the Council at a further cost of £55 and then register with the update service using your new certificate at a cost of £13.

Please be aware of when your registration is due so that you do not miss any renewal emails from 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 05/09/2024, you have until 04/09/2024 to renew.



Medical Certificates

We issue a medical certificate and renewal letter at least 4 weeks before your medical expires. Once received, please contact your Doctor's surgery as soon as possible to arrange an appointment as we are aware there are delays getting appointments at some surgeries.

Convictions

As you are on the road all of your working day we appreciate that there may be an occasion where you receive points on your driving licence.

Please be reminded that if you incur points on your driving licence you must immediately, or in any case within three days, disclose to the Council in writing details of any conviction, motoring or otherwise, or police caution for crime, imposed during the period of your licence.

If you do not notify us within the prescribed period then you could be subject to enforcement action, such as words of advice, words of warning or a written warning.



Operation Makesafe

Operation Makesafe is a national initiative focused on making sure that people working in the business sector are aware of the early warning signs of child exploitation, and where necessary, alert police officers to intervene to stop any young person coming to harm.

Historically, Operation Makesafe was specific to child sexual exploitation (CSE) but now incorporates all forms of child exploitation, including sexual and criminal (CCE).

As licensed drivers, it is important to look out for the signs. If you see something that you feel isn't right, ring 101 and quote Operation Makesafe and the call handler will know how to deal with your call. If you prefer to remain anonymous, call Crimestoppers 0800 555 111 which is 100% anonymous.

[Operation Makesafe | Hertfordshire Constabulary \(herts.police.uk\)](https://herts.police.uk)



Guidance from Guide Dogs

Please click on the link below for the latest guidance from Guide Dogs:

[Guidance For Taxi Staff | Policy For Businesses | Guide Dogs](#)



Safety Advice

Please read the government's latest safety advice for licensed drivers:

[Staying safe: guidance for taxi drivers - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



Taxi Ranks

Hackney carriages may only be left for a short period unattended on a taxi rank if you require a toilet break. You should not leave your vehicle unattended on the rank or feeder rank while you go shopping. This prevents other drivers joining the rank who are ready to work.

Courier Fraud

Courier fraud occurs when a fraudster contacts victims by telephone purporting to be a police officer or bank official. To substantiate this claim, the caller might be able to confirm some easily obtainable basic details about the victim such as their full name and address.

The caller may also offer a telephone number for the victim to telephone or ask the victim to call the number on the back of their bank card to check that they are genuine. In these circumstances, either the number offered will not be genuine or, where a genuine number is suggested, the fraudster will stay on the line and pass the victim to a different individual.

After trust has been established, the fraudster may suggest for example:

- **Some money has been**

removed from a victim's bank account and staff at their local bank branch are responsible.

- **Suspects have already been arrested but the "police" need money for evidence.**
- **A business such as a jewellers or currency exchange is operating fraudulently and they require assistance to help secure evidence.**

Victims are then asked to co-operate in an investigation by attending their bank and withdrawing money, withdrawing foreign currency from an exchange or purchasing an expensive item to hand over to a courier for examination who will also be a fraudster.

At the time of handover, unsuspecting victims are promised the money they've

SCAM



handed over or spent will be reimbursed but in reality there is no further contact and the money is never seen again.

Some fraudsters order taxis to take the victims to the bank/jeweller, so please be aware of any strange behaviour.

Courier Fraud: don't assume a phone call is authentic just because someone knows your basic details | Action Fraud

If you wish to report and prefer to remain anonymous, call Crimestoppers 0800 555 111 which is 100% anonymous.

Air pollution

The Council has signed up to the 'air pollution alert system'. The free alert service, managed by Ricardo, is designed to help those living and working in the Hertfordshire region (including Broxbourne) to understand their exposure to air pollution and access advice on limiting risk.

The air pollution alert system provides a free text, voicemail, or email alert to your mobile before moderate, high, or very high levels of air pollution are forecast. It is free for subscribers in Hertfordshire and Bedfordshire.

To sign up and for further information go to the **Hertfordshire and Bedfordshire air pollution alert system**

