



## Inside this issue...

How to obtain a tax  
check code

Disclosure and barring  
update service

Assistance dogs

Help to  
stop smoking

Local Festival

## Rank Etiquette



It is important that the Borough's Taxi ranks are used in the correct manner, meaning that customers should approach the first vehicle in the queue. When the vehicle in front drives off or moves forward, the vehicles behind move forward. Please remember that unless you have a valid reason, no fare may be refused.

If a customer approaches a vehicle that is not first in the queue, please send the passenger to the first vehicle, explaining the rank etiquette.

If the customer does not want to travel with the first vehicle, whether that is because the vehicle is not easy to access (high vehicles), or that they just do not wish to use that vehicle, the customer can choose to travel with a vehicle that is second in the queue. We appreciate that can be frustrating for the first person in the queue. However, we would not envisage this happening very often.

If a customer approaches a vehicle further down the queue, it is not permitted to arrange to meet them at an alternative location rather than send them to the vehicle at the front of the queue.

If you do witness behaviour that is not following the correct procedure, please refer this to the Taxi Licensing office to deal with. Do not confront/argue with other drivers on the rank, as this is not professional behaviour. Our Enforcement Officer will deal with any reports.

## Hoddesdon Rank

The Council will be repainting the lines/wording at the rank to make it clearer. When a date has been set the Taxi Licensing Team will notify the drivers. Disruption will be kept to a minimum.

## How to obtain a tax check code

If you make an application on or after 4 April 2022, you'll need to complete a tax check if you're renewing a licence. You must carry out the tax check yourself. You cannot ask a tax agent or adviser to do this on your behalf. The tax check will ask questions about how you pay any tax that may be due on income you earn from your licensed trade. You will need a Government Gateway user ID and password to complete a tax check before you make your licence application.

Once completed, you will be given a 9-character tax check code (not your UTR reference). You will need to give the code on your application form, so the Council can confirm you have carried out a tax check.

You will not be granted a licence if you do not give a tax check code.

Click [here](#) and scroll down. It will link to the government gateway for you to create your tax code.

Alternatively, you can call **0300 200 3300**.

## Driver licence renewals

The majority (but not all) of the next 3-year Hackney Carriage/Private hire driver licence renewals occur between October 2024 to October 2025. Therefore, please bear in mind that the Licensing Office will be very busy dealing with these. Please provide your renewal form and any relevant documentation at least 5 working days before your licence expires. The application form will be posted to you in good time to renew if your renewal falls within this period.



**If your renewal is not received within this time period, the Licensing Office will endeavour to process as quickly as possible, however, if it is not processed before your current licence expires, you will not be able to work until we have issued your new licence.**

As the Council adopted a new policy in 2022, many will have not renewed their licence under the new policy.

## Requirements of driver licence renewal

In order to renew your licence you must have the following:

- Completed application (including tax check code). Please email all pages to [taxi@broxbourne.gov.uk](mailto:taxi@broxbourne.gov.uk).

- One passport sized photo on photo paper (write your name on the back and either hand in at reception or put in an envelope and put in our post box on the wall by the main doors).
- Pass certificate for safeguarding/disability training (if not already completed within the previous 6 years).
- Payment of invoice (the invoice will be emailed to you).

## How to book on the safeguarding and disability course

You are required to complete the course prior to completing your renewal application so that you can email your pass certificate with your application form.

The link to the page is below and costs £40, payable online when booking. The course will need to be completed before your renewal can be actioned. It is an online course. This course can be completed in between 2 and 3 hours but you can also log in and out as many times as you like and save progress as you go. This means you can complete the course in your time. Following completion of this course, you will be able to download an electronic certificate. Please forward this with your renewal application form.



All of this information will be given on your invitation to renew letter.

[www.unifiedtransportsystems.co.uk/course/driver-training/broxbourne-advanced-professional-driver/](http://www.unifiedtransportsystems.co.uk/course/driver-training/broxbourne-advanced-professional-driver/)

The password for this booking page is: **Yh2G29fS3**. All passwords are **case sensitive**.



## Footwear

In the UK, it is not illegal to drive a car whilst wearing flip flops. However, if the police believe that your footwear is having an impact on your driving, they can take action. This is also the case if you are involved in an accident.

# Disclosure and barring update service

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

You can join the Update Service with your certificate number when you receive your DBS certificate. 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: [www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide](https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide)

The cost is £13 annually. If you do not renew your subscription and it lapses, then you would need to complete another DBS application form at a further cost of £55 and then join the DBS update service again.

If you save your payment card when registering, then the update service will automatically deduct the renewal payment from the card. However, if the card has since expired then the payment will fail, so please be mindful.



## ASSISTANCE DOGS

Taxis and the door-to-door service they provide are an important mode of transport for people with disabilities. It is important that disabled people who use guide and other assistance dogs have confidence that they can hire a taxi which will carry them and their dog at no extra charge.

### Your legal obligations

Since 2001, drivers of licensed taxis and private hire vehicles (PHV) have a duty to carry any guide or other assistance dog travelling with a disabled person, at no additional cost.

In 2006, further duties were introduced to make it unlawful for taxi providers to refuse or offer a lower standard of service to a disabled person, for a reason relating to their disability.

For example, a taxi operator making a guide or other assistance dog owner wait longer for a vehicle than a passenger without a disability, because some drivers prefer not to carry an assistance dog.

The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 amends the Equality Act 2010 to place duties on taxi and PHV drivers/operators. Any disabled person has specific rights and protections to be transported and receive assistance when using a taxi or PHV, without being charged extra. This requires drivers to provide reasonable adjustments for passengers with a disability (please see below for more information).

**Breaches of these duties can be reported to local licensing authorities, who can take appropriate action.**

### Cultural beliefs

Cultural beliefs can raise sensitive issues relating to dogs. However, religious grounds cannot be used to exclude assistance dog owners. The Equality and Human Rights Commission successfully reached agreement on this with several religious groups. Assistance dogs are working animals, not pets. They are trained to provide independence and mobility to their owners. Assistance dog owners are trained to maintain a high grooming standard of their dog, with attention to cleanliness.



## Reasonable Adjustments

Providers must make reasonable adjustments for disabled people in the way they provide their services. This does not include physical adjustments to the vehicle.

In relation to taxis, reasonable adjustments may include:

- Ensuring that booking apps are accessible (with an option to state whether the customer has any access requirements.)
- Meeting a passenger with sight loss at their front door or other collection point, letting them know that you have arrived (rather than expecting them to find you) and

introducing yourself (use the customer's name if known).

- Assisting the passenger to safely enter/exit the vehicle and guiding them to a safe location/destination point before departing.
- Asking where the assistance dog owner would prefer their dog to be accommodated.
- Requiring that all taxi and PHV drivers complete mandatory disability awareness training.

## Useful Resources

For more information on sighted guide training, please visit: [www.guidedogs.org.uk/how-you-can-help/sighted-guide-training/](http://www.guidedogs.org.uk/how-you-can-help/sighted-guide-training/)

For more information on supporting customers with sight loss, please visit: [www.guidedogs.org.uk/about-us/what-we-do/research/policy-and-guidance-for-businesses/guidance-for-taxi-staff/#practical-things-that-drivers-and-other-staff-can-do](http://www.guidedogs.org.uk/about-us/what-we-do/research/policy-and-guidance-for-businesses/guidance-for-taxi-staff/#practical-things-that-drivers-and-other-staff-can-do)

For more information on the law and carrying guide or other assistance dogs, please visit: [www.guidedogs.org.uk/-/media/project/guidedogs/guidedogsdotorg/files/how-you-can-help/campaigning/open-doors-information-for-taxi-and-phv-operators.pdf/](http://www.guidedogs.org.uk/-/media/project/guidedogs/guidedogsdotorg/files/how-you-can-help/campaigning/open-doors-information-for-taxi-and-phv-operators.pdf/)



## Help to stop smoking

Anyone who lives or works in Hertfordshire can get free stop smoking support through Hertfordshire County Council's stop smoking service. To contact the service visit [www.hertfordshire.gov.uk/stopsmoking](http://www.hertfordshire.gov.uk/stopsmoking), call **0800 389 3998** or text **SMOKEFREE to 80818**.

Find out more at [www.hertfordshire.gov.uk/VapeShopProject](http://www.hertfordshire.gov.uk/VapeShopProject)

Hertfordshire County Council has partnered up with local vape shops in Borehamwood, Hemel Hempstead, Hitchin, Letchworth, St Albans and Watford to help residents make the switch. This scheme has had success for many residents who wish to try alternative method to stop smoking. The scheme offers eligible residents twelve weeks of behavioural support from trained advisers and a FREE starter vape kit.

## Local Festival



The Eastern Electric Maiden Voyage Festival is due to be held at Lee Valley Showground on **Saturday 24 August and Sunday 25 August 2024, 12noon - 10pm**. There will be many people traveling to and from the festival, and the procedure has slightly changed this year:

- Trust Road will have queue lanes for the station instead of a taxi drop-off during the day.
- Taxi drop-off during the day will take place at Lee Valley White Water Centre.
- Taxi pick-up in the evening will take place at Theobalds Grove Station Car Park.

Do not go into the Epping Forest area and tout for business without a pre booked fare.

