

Taxi and private hire

March 2024 update



Tamworth
Borough Council

Welcome to our second update for taxi and private hire drivers, vehicle proprietors and private hire operators in Tamworth. These updates highlight current issues and information to help support your work. If there is something you'd like us to include in a future update, please contact us at *taxi-licensing@tamworth.gov.uk*.

New contact details

From the 1 April all applications and administration will be dealt with by the licensing team. Please do not send anything to *enquiries@tamworth.gov.uk* after this date as this will cause a delay in us responding to you. Our guidance documents, application forms and website are all in the process of being updated.

**Please contact us at -
email: *taxi-licensing@tamworth.gov.uk*
so we can quickly handle your enquiry.**

Alternatively call 01827 709 709.

Taxi and private hire licensing policy

Tamworth Borough Council's taxi and private hire policy became effective from April 2023. We recommend you take time to read the policy as there have been a few changes to practices.

If you have any queries in relation to the policy please email: ***taxi-licensing@tamworth.gov.uk***.

Please look out for an email that will be sent in the next couple of weeks as we are reviewing the policy and welcome your feedback.

Hackney Carriage and Private Hire Licensing Policy (tamworth.gov.uk).

Hackney Carriages - carrying pushchairs

See ***www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat*** for information about when a child can travel without a car seat.

- Never treat a pushchair like a wheelchair.
- Never load a pushchair containing a child into your vehicle.
- The parent/guardian of the child must take the child out of the pushchair and, depending on their age, be sat in the most appropriate travel seat.
- Our advice is that the parent/guardian of children over the age of three can secure their child in a taxi seat using the seat belt.
- Never allow children to sit on their parent's lap or share a seat belt, or be carried on board in a pushchair.

Police confirmed that having children in pushchairs during transportation is an offence under the Road Traffic Act 1988 if the number of passengers and the manner they are carried is likely to cause danger, and if convicted, could result in the loss of a driver's licence.

Notification timescales

You must notify us of the following within the prescribed timescales or risk losing your private hire license:

Drivers	
Licence holders are required to notify the licensing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence or alleged offence, any offence involving dishonesty or violence and any motoring offence. This includes being interviewed by the police about any such allegation. An arrest or interview under caution for any of these offences within this scope will result in a review by the licensing authority as to whether the licence holder is fit to continue to hold a licence	48 hours
Change in personal details (i.e. home address, telephone number, etc)	5 working days
Change in medical fitness	10 working days
The driver must notify the licensing authority in advance, in writing, if they are away from the address shown on the licence (and recorded as the home address on the records of the licensing authority) for a period of more than seven days	Prior to the period of absence
Acceptance of any fixed penalty received	5 working days
When you have been in an accident in any vehicle you own or operate	72 hours

Vehicle proprietors

Return of plate if suspended or revoked	7 days
When you have been in an accident in any vehicle you own or operate	72 hours
Repairs undertaken	28 days
Return of plate if surrendered	7 days
Transfer application received from date of sale	7 days
Return of licence following change of address	7 days
Return of licence following expiry, revocation or suspension	7 days
Vehicle licence proprietors are required to notify the licensing authority within 48 hours of being bailed, arrested, cautioned, reprimanded or are involved in an investigation, charged with or convicted of any criminal offence and interviewed under caution at a police station for any offence which you are suspected of having committed	48 hours
Acceptance of any fixed penalty endorsement	5 working days
Any records or other information to be made available	Within 7 days
The proprietor of a Hackney Carriage or private hire vehicle must notify the licensing authority in advance, in writing, if they are away from the address shown on the licence, for a period of more than seven days	Prior to the period of absence

Operators

Retention of records	12 months
Retention of a register of all staff	12 months
Any records or other information to be made available	5 working days
Operator licence holders are required to notify the licensing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence. An arrest for any of these offences within this scope should result in a review as to whether the licence holder is fit to continue to do so	48 hours
Acceptance of any fixed penalty endorsements	5 working days
Any change in the operator's business address, in the vehicles operated by the operator or in the drivers employed to drive them.	5 working days
The operator must inform the licensing authority if they intend to be absent or unavailable for seven days or more giving details of a responsible person	Prior to the period of absence

Town centre restrictions

You may have noticed there is a lot of re development happening in Tamworth town centre. The access restrictions remain. Please follow these restrictions or you could be issued with a penalty charge notice.

- Bolebridge Street and Victoria Street have access for taxis and buses only.
- Colehill, George Street, Market Street, Gungate has a **no vehicle access order** (pedestrian zone). It has a 24/7 **no waiting at any time** order throughout the whole of the pedestrian zone (like double yellow lines), we would give an observation period of two minutes before a PCN is issued. However, during Monday, Wednesday, Thursday, Friday and Sunday, there is a **'no loading'** restriction between 11am and 3pm so no vehicles at all should be entering the zone to pick up, drop off, load, unload unless they are emergency utility vehicles and have dispensation from Staffordshire County Council – These are instant PCNs with no observation period.

'No excuse for abuse' campaign

Attacks on vulnerable private hire and taxi drivers, both verbal and physical, have always been a huge problem in the trade; but sadly, over recent years there has been an escalation in violent attacks being reported nationwide.

To raise awareness, Private Hire Trade Monthly has launched a 'NO EXCUSE FOR ABUSE' vehicle window sticker campaign which Tamworth Borough Council are proud to support.

The stickers will be available for collection from our postroom at Marmion House. Alternatively, contact us should you wish a sticker to be posted to you.



Net zero carbon

Tamworth Borough Council has made a declaration to make the council's activities net-zero carbon by 2050 with the aspiration to achieve that by 2030 should the council be in a financial position to deliver this.

In support, we're looking to implement timescales to introduce a more carbon neutral fleet.

You will be consulted on any proposed changes to vehicle specifications. Please look out for further information.

Compliance Tests

Just a reminder that Compliance tests are due on all vehicles upon new application and renewal and if your vehicle is over 4 years old at the 6 month mark. You may notice that there will be no expiry dates on compliance test certificates, so please ensure your vehicle is booked into Motor Vehicle Services allowing plenty of time for repairs etc. Should you need to cancel or re arrange your appointment with Motor Vehicle Services please inform them as soon as you can to avoid any charges.

All Drivers, Vehicle Proprietors and Operator Meeting

A meeting is in the process of being arranged for w/c 22nd April 2024. An invite will be sent via email so please keep an eye on your inbox & junk folders as you will be required to either accept or decline the invitation. The meeting will be an opportunity for you to meet officers and we are hoping to arrange a couple of presentations from the Police and a representative from the Energy Saving Trust. There might even be cake!

Leaving Vehicles Unattended

The Licensing Team are getting an increasing amount of reports of Hackney Carriage's being left unattended on the Bolebridge Street Rank. At no point should a Hackney Carriage whilst waiting on a rank be left unattended.

Unattended means leaving your vehicle for any reason. Should you need to leave your vehicle for a comfort break, collect food, run errands or any other reason please find an alternative place to Park.

Smoking in vehicles

It is against the law to smoke tobacco or any like substance (including e-cigarettes) in your licensed vehicles.

This will result in you being awarded penalty points and possibly a fixed penalty notice.

Contact us

For further information, advice, or to make a complaint, please contact:

Tamworth Borough Council

Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ

Tel: 01827 709709

Email: taxi-licensing@tamworth.gov.uk

www.tamworth.gov.uk

If you would like this document in large print,
please phone: 01827 709709