



TAXI News

www.warwickdc.gov.uk

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Welcome to Taxi News, a newsletter from Warwick District Council to help keep licensed drivers in the district updated with the latest news and useful information.

Application Deadlines

All applications received by the Licensing Team are worked on in the order in which they are received.

We receive hundreds of applications per month for everything from alcohol and animal licences to street traders and scrap metal collectors.

We check every application thoroughly. All supporting documentation and necessary declarations are reviewed and compared to previous submissions if necessary.

We send renewal letters out well in advance of licences expiring and you can make a renewal application from the moment you receive your reminder letter.

If you have had difficulty with previous DBS applications, we recommend that you get that part of the process started early. We cannot issue a licence without receiving and reviewing your DBS certificate. Although the new on-line process is an improvement and in most cases certificates are returned within a few weeks, we cannot accept responsibility for your licence expiring, if your DBS certificate is held up by any of the external agencies.

If you move house you must get your DVLA drivers licence and any V5 documents updated as well as any other proof of ID documents you may need.

We will guarantee to process all valid applications within 10 working days. If you do not get your completed applications to us at least 10 working days before they expire, you are running the risk of being left without a licence for a time.

We do not accept any responsibility for loss of income/earnings you may experience.

Wheelchair Accessible Vehicles (WAVs)

A number of Hackney Carriage vehicle owners have approached the Licensing Team about reviewing the use/acceptance of Rear Loading WAVs.

Unfortunately, the document that was presented to us did not meet the Warwick District Council requirements for a petition.

It is our understanding that this will be re-started in an acceptable manner.

Rank Protocols

All ranks, whether they are full or part time, are subject to the same rules. These rules are designed to ensure that the rank system works for both customers and drivers.

Rank etiquette is important, vehicles should be moved on as spaces become available, drivers must stay with their vehicles, and parking restrictions (walkways, double yellow lines etc.) must be followed. The safety of drivers, passengers and members of the public is vital.

It is anticipated that customers will approach the first vehicle on the rank, however they may choose any vehicle that they wish to take them on their journey. You cannot be selective about a customer, but a customer can select you or your vehicle

Remember, it is an offence to refuse any reasonable fare and it is an offence to leave any Hackney Carriage vehicle unattended in a taxi rank. A number of vehicles and drivers have now been issued points under the LHCS, any repeat offenders will face formal action.

For more information please contact the licensing team on 01926 456705 or licensing@warwickdc.gov.uk or visit www.warwickdc.gov.uk

Driving Standards

We have received a number of complaints lately from passengers and other road users, about the quality of driving of some of our licenced drivers.

As professional drivers you have direct responsibility for the safety of your passengers and of other road users. Passengers give control of their safety to you when they step in to your vehicle.

The complaints that we have received have demonstrated a lack of professionalism on the part of the drivers concerned.

We are committed to maintaining the high standards that most of our drivers achieve at all times. We will investigate every complaint and where we find that our standards have not been met action will be taken against the driver concerned.

Enforcement Update

As part of joint Enforcement activity, Wolverhampton Enforcement Officers came out with WDC officers In March 2019.

Officers pulled up various vehicles for noncompliance and ensured drivers understood the conditions of their licence.

Wolverhampton Officers stated that they would like to undertake joint enforcement activity again later in the year.

Electric Vehicles

Central and local government are committed to the task of reducing emissions from transport. Changing from petrol and diesel vehicles to electric vehicles (EVs), not only improves air quality, but we are told also offers you significant savings.

We have invited a guest speaker to the next Drivers and Operators Forum from Electric Blue (www.electricblueuk.com). They are going to be talking to us about the services they provide and what support they can offer to owners/drivers.

Watch this space for more information!



Have your say...

Do you have questions for the Licensing Team?

Are there areas of legislation or issues that affect you that you would like us to clarify?

If there are then please contact us at Licensing@warwickdc.gov.uk with your issue, stating that you would like a response via the newsletter.

Taxi Handbook Review

Our current policy states that the Taxi Handbook document will be reviewed every three years. The current handbook was introduced in June 2016, and is therefore ready for a formal review.

Over the past 3 years as questions have been asked, legislation has been amended or updated and improvements have been suggested we have maintained a 'working' document for this purpose.

We are currently working to produce a draft Taxi Handbook for full public consultation.

The legislation that was introduced by the Equality Act 2010 and the new General Data Protection Regulations have been incorporated in to the new document.

There are some proposed changes to the current vehicle requirements. The suggested changes have been discussed with the Driver and Operator Forum and are aimed at improving vehicle standards and will bring us in line with our neighbouring local authorities.

The proposals would mean the introduction of a single set of age restrictions for both Hackney Carriage and Private Hire vehicles.

A new licence could be issued to a vehicle that was up to 3 years old.

Renewing vehicles could be up to 7 years old, with matching alterations to the transfer age and the age at which 2 MOTs are required.

No vehicle would be licenced after its 12th anniversary of registration.

Further details will follow and a full public consultation will begin in the summer.