

Southfield Road, Loughborough,  
Leicestershire, LE11 2TX

Ask for: Licensing

Contact Centre: 01509 634562

Email: [licensing@charnwood.gov.uk](mailto:licensing@charnwood.gov.uk)

**To all; Drivers and Private Hire  
Operators**

December 2022

Dear Sir/Madam,

**\*\*IMPORTANT INFORMATION – PLEASE READ\*\***

## **HACKNEY CARRIAGE/PRIVATE HIRE NEWSLETTER**

Welcome to the thirteenth edition of the Hackney & Private Hire Newsletter for Charnwood.

**Staff Changes** - **Jillie Healey** (Licensing Assistant) has left her position within the Council and we wish her well in her new post at a local school.

The Licensing Team would like to welcome **Samantha Meason** and **Louise Kingham**. Both were appointed by the Council in June 2022, Samantha as a Licensing Enforcement Officer and Louise as a Licensing Assistant.

The Charnwood Licensing Team have developed this newsletter, following a number of requests by the local taxi trade to keep them up to date with the latest legislation and Government/Council policy changes that affect you.

**A BIG THANK YOU !** - 2022 has remained a tough year for all of us and the Licensing staff would like to thank you for your patience and facing the challenging times that life has thrown at us all. We are beginning to see the return to some normality but the pandemic has spurred the Council on towards a more online presence, including Licensing. A number of the temporary processes brought in during the pandemic and initial lockdown have now become permanent.

### **The Licensing Office**

There have been some key changes to the Council offices over the last two years with agile working (a mixture of home working and office working) and hot desking being introduced for all Council staff.

Licensing continue to be in the Licensing office 50% of the week, Monday, Wednesday and Friday (staff numbers allowing). This is to continue for the foreseeable future and will be when Licensing are able to produce licence documents, plates and badges. These can only be produced in the office.



Telephone: 01509 263151

Email: [information@charnwood.gov.uk](mailto:information@charnwood.gov.uk)

Visit us at [www.charnwood.gov.uk](http://www.charnwood.gov.uk)

## Ask for Angela

You may have heard of or seen reference to 'Ask for Angela.' This is the name of a campaign in England that started in 2016 that is used by bars and other venues to keep people safe from sexual assault by using a codeword to identify when they are in danger or are in an uncomfortable situation. When an establishment uses this program, a person who believes themselves to be in danger can ask for Angela, a fictitious member of the staff. The staff will then help the person get home discreetly and safely by either escorting them to a different room, **calling them a taxi and escorting them to it**, or by asking the other party member to leave the establishment.

Posters are placed on the stall doors, inside toilets of the establishments, where the campaign is being implemented. The poster introduces "Angela" and asks several questions for one to reflect on the current position they are in. The program is not gender specific and aims to help all people, so posters are placed in all toilets in the establishment. Not all bars and restaurants participate in the campaign, but staff at the bars and pubs that do participate have been trained and will know what to do.

**“ Hi I'm Angela ”**

**Are you on a date that isn't working out? does it all feel a bit weird?**

**Is your Tinder or PoF date not who they said they were on their profile?**

**If you go to the bar and ask for “Angela” the bar staff will know you need some help getting out of your situation and will call you a taxi or help you out discreetly - without fuss**

**#askforangela**

**WWW.NATIONALPUBWATCH.ORG.UK**  
**ADMIN@NATIONALPUBWATCH.ORG.UK**

**NATIONAL PUB WATCH**  
stronger together

## **Safeguarding**

Christmas is a busy time for everyone and people like to have fun but I would ask that all drivers remain aware in respect of safeguarding themselves and others.

As a safeguarding reminder, please find attached a copy of the Safeguarding Leaflet from 2017 issued to all drivers who attended the training by Charnwood Borough Council.

Please be aware that the **Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022** received Royal Assent on 31 March 2022. The act requires licensing authorities in England to report safeguarding and road safety concerns about drivers licensed by other authorities to the licensing authority that issued the driver's licence.

## **Wheelchair Accessible Vehicles**

Charnwood Borough Council does not mandate wheelchair accessible hackneys or vehicles but we would encourage the trade to consider wheelchair accessible vehicles when looking at replacement vehicles, as there is a requirement for them, especially people visiting the Borough via the Train Station.

## **DVLA Digital Services**

The DVLA have provided information as to the top three reasons to renew your DVLA driving licence online;

<https://content.govdelivery.com/accounts/UKDVLA/bulletins/3010332>

You can also use DVLA digital services to update the address on your vehicle log book. Further information can be obtained at the Council's web page;

[https://www.charnwood.gov.uk/pages/taxi\\_driver\\_news](https://www.charnwood.gov.uk/pages/taxi_driver_news)

## **Update on Licence Fees**

A number of the trade have raised questions as to why the cost of vehicle plate brackets are incorporated in the standard grant fee for the Hackney Carriage and Private Hire Vehicle and whether this cost could be removed for drivers who already hold the brackets

Licence fees have not been reviewed since May 2019, due to the pandemic and will be reviewed for April 2023. The vehicle fees when reviewed will reflect the costs of purchasing new plates with or without brackets.

## **Change of Contact Details**

Please remember to advise the licensing section should you change your telephone number or email address. This will help licensing keep you informed as to changes and ensure that you receive any correspondence required.

## **Driver Renewals**

**You do not require an appointment nor are you required to attend the Council Offices to renew your badge.**

You need to obtain your medical, apply for a DVLA and DBS check online and request a tax code from HMRC. Please see the step by step guide in the link below as to how to apply:

[https://www.charnwood.gov.uk/pages/renewal\\_of\\_combined\\_drivers\\_licence](https://www.charnwood.gov.uk/pages/renewal_of_combined_drivers_licence)

Once you have all your documents, including the DBS certificate, your Combined Driver's Licence application form **can be posted** to the Council with all accompanying documents at the same time. You can post or drop the application and accompanying documents (by hand) enveloped and addressed to Licensing in the Council's letter box.

Please do **not email these** documents - the DBS Certificate needs to be the original. Any applications received by email will be returned to you.

Once your postal application has been received and accepted, a member of the Licensing Section will contact you to take payment over the telephone by Debit or Credit card.

### **Patience please**

Licensing would like to ask for your continuing patience when dealing with licence matters, particularly as regards waiting for the issue of HC & PH plate renewals and new plates .

On submitting information to the [licensing@charnwood.gov.uk](mailto:licensing@charnwood.gov.uk) email address, you will receive the following automatic acknowledgment; 'We have received your email and a member of the licensing team will be in touch with you within 5 working days.'

Please be patient. Licensing is a small team that not only deals with the taxi trade but also pubs, clubs, betting shops etc. Duplicate telephone calls and emails chasing paperwork can create further delays.

All calls for licensing are to go through to the call centre on 01509 634562

### **Last Plate/Driver Badge collection date for 2022**

Courtesy calls by the licensing team have been made to all drivers and vehicle owners whos badge or plates expire over the Christmas period.

The last day for the collection of vehicle plates from the Council Offices prior to Christmas is during the morning of **Wednesday 21st December 2022**.

### **Compliance Garages Christmas Opening Hours**

The Compliance testing garages will be closed and unavailable to carry out testing between the following dates :

Loughborough MOT and Service Centre – closed Sat 24.12.2022 re-opens Mon 02.01.2023

ARK Motors – closed Sat 24.12.2022 re-opens Tues 03.01.2023

Shreeve & Mardell – closed Sat 24.12.2022 re-opens Tues 03.01.2022

Licensing would like to take this opportunity to thank the garages for their work throughout the year.

### **Council Christmas Opening Times**

Please note that the Council and Licensing Offices are closed from **1pm on Friday, 23 December 2022** until **09.00am on Tuesday 3<sup>rd</sup> January 2023**.

***Best Regards and Merry Christmas  
from the Licensing Team***

***Stay Safe***

