

Taxi and private hire

Winter 2013 newsletter



Welcome to the winter 2013 taxi and private hire newsletter.

We hope you will take a few minutes to read this as it contains lots of relevant taxi and private hire news and information. Please give us your feedback on articles as your views can influence policy matters for approval by the licensing committee. You can return the form at the end of the newsletter or email us at licensing@basingstoke.gov.uk with your comments. If you would like any particular issues covered in future articles, please let us know.

The licensing team would like to wish you all a happy Christmas and New Year.

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Well-deserved praise

We know the licensed trade generally provides a first class service and we are always pleased to receive compliments about drivers to recognise their efforts and are very happy to publicise these.

Below are extracts from the compliments we have received since our last newsletter:

- A driver whose car broke down on the way to the station and had to be abandoned at the roadside said: "I just wanted to say thank you to my taxi driver, Sam Christopher. The driver drove me to the nearest garage and returned me to my vehicle whilst advising what time the next train would be. She even offered to follow

me to the car park to make sure it was ok. It's a pleasant surprise to encounter such good, helpful and friendly service these days."

- Huawei contacted the licensing team to express their gratitude to Neil Baker for identifying and returning a customer mobile phone to their place of work. Huawei complimented Neil on his honesty and willingness to provide a great level of customer service.

- When London black cab driver Frank Jolly died in May aged 77, his family wanted to pay tribute by having a taxi cortege follow his hearse to Basingstoke Crematorium. Mick Gilluley generously offered his services for free, as did his colleagues, Norman Smith, Lee Christian and

Christmas opening hours

The council offices will be closed for the Christmas period from 2pm on Tuesday 24 December 2013 and will re-open on Thursday 2 January 2014. The licensing team will ensure all licences are up to date before the closure period and that all licences are processed within the 10 working day period in the New Year.

If your licence is due for renewal over the festive season, please ensure it is submitted 10 working days before its expiry date. If you require your licence before Christmas Eve, your application must be received at the council offices by Wednesday 11 December 2013.

Eve Thurston. Frank's son said: "We couldn't have asked for anything more fitting for my dad, he had the best send-off we could have asked for."

- A Robbie Williams fan contacted us thanking Oakview Station Cars for great service while taking a group of friends to Wembley and back for a concert: "The driver picked us up at separate locations and was really polite and friendly without being intrusive. When he dropped us off at the venue, we agreed a pick-up place and time. The driver called my friend to advise that unfortunately, due to a road closure, this proved impractical and arranged an alternative pick-up point. He kept in telephone contact until we were safely on board and provided a pleasant return journey before dropping each passenger safely at our doors. All three of my

friends felt assured by his driving and his demeanour. I just wanted to say a big thanks to Oakview who we will all use in the future."

Well done to the above mentioned drivers. Receiving compliments is very satisfying and goes to show your efforts to provide a high level of service and going that extra mile really is appreciated by your customers. These examples of good service can only enhance the reputation of the trade, and we recognise the professional and friendly service provided to taxi and private hire users.



Hackney carriages provided by private hire operators

The licensing team has received some complaints from members of the public who have booked journeys with a private hire operator and been provided with a hackney carriage vehicle. The complaints were made specifically in relation to the fares charged. Hackney carriages can be used as private hire vehicles however unless a fare is agreed in advance, the fare would be subject to the meter rate. Any agreed fare cannot be more than the metered rate. If you are an operator and you propose to provide a hackney carriage vehicle, we recommend you inform the customer at the time of the booking to ensure they are aware of the fare being charged so drivers are not subject to disputes with passengers.

Taxi law reform update

The Law Commission is reviewing the existing framework of taxi and private hire vehicle regulations with a view to preparing recommendations for reform. The project examines the legal framework relating to taxis and private hire vehicles (PHVs) with a view to making it simpler and more modern.

Taxis and PHVs are an important part of local transport. They operate in highly regulated markets where safety and quality control are paramount. Licensing covers key areas such as the quality of services, the fitness of drivers, fare regulation and restrictions on the number of licenses issued.

In April 2013, the Law Commission

published responses to its consultation exercise and provided an interim statement outlining some key decisions it reached following consultation. Over 3000 responses were received from stakeholders and interested parties.

At the time of writing this newsletter, the Commission is now reviewing its provisional proposals in light of consultation responses and plans to publish final recommendations shortly, and a draft bill by April 2014.

We propose to review our local taxi and private hire licensing policy as and when any reform takes place and will be consulting you for your views.

Keeping DVLA informed

From time to time, officers are provided DVLA driving licences with an out of date address. Failure to inform the DVLA if you move address is an offence and could lead to significant problems. Intelligent Data Systems, who perform our DVLA driving licence checks, recently identified a driver (elsewhere) with a disqualified licence.

On investigation, the driver failed to advise the DVLA of an address change for over two years. He did not receive a court notification and already had nine points on his licence. In his absence, the court found him guilty and banned him from driving for 12 months.

You must ensure your DVLA licence details are kept up to date. Failure to do so is an offence under the Road Traffic Act and you could be fined up to £1,000.

Licensing committee update

The licensing committee meets almost every other month to consider all policy matters relating to licensing functions and receive updates on changes to licensing laws. Licensees are welcome to attend and speak at these meetings.

2014 dates:

- 21 January
- 25 March
- 17 June
- 22 July
- 21 October
- 18 November.

Further information can be found on the council's website:
www.basingstoke.gov.uk

Since the last newsletter the following taxi and private hire related matters have been decided or noted at licensing committee:

- Hackney carriage fare increase
- Amendments to private hire and hackney carriage vehicle specification
- Fees and charges

Southampton Airport runs

Southampton Airport has asked we update licensed operators and drivers with their collection and drop off process. The intention of their policy is to assist users with a safe and quick experience. All pick-up and drop offs must take place in the short stay car park. For safety and security reasons it is prohibited to stop on any of the airport roadways.

Whilst using the designated area for drop off and pick up in the short stay car park, vehicles must not be left unattended. If you need to leave your vehicle, you will need to park within the other parking provision at the airport.

Any stay longer than 10 minutes in the short stay car park will be subject to car parking charges at rates displayed at the vehicle entrance of the car park.

Please note there is a height restriction of 2.2m for vehicles entering the short stay car park. Taller vehicles can use the long stay car park where a 30 minute free period will be provided upon verification of height by airport parking staff.

For further verification or if you wish to leave feedback, please visit
www.southamptonairport.com/feedback

Enforcement update



The council investigates all complaints, allegations, incidents and non-compliances thoroughly before action is taken. Anyone who is the subject of an allegation is always given the opportunity to state their case. This may be by informal discussion, interview or for more serious cases by a formal interview under caution. This is required to ensure that legal rights are protected.

Any enforcement action is not taken lightly and must be appropriate and proportionate to the matter under investigation. Interviews and other actions are carried out in line with the council's policy and the Police and Criminal Evidence (PACE) Act codes. The main consideration is the impact on public safety and the seriousness of the allegation or offence.

Hackney carriage and private hire drivers are listed occupations and covered under the police notification scheme. The police central vetting unit notify us where a licensed driver has been arrested or interviewed about any offence. You must notify the council if you are subject to police investigation or convicted of any offence. This question is always asked on an application and licence renewal form so must be declared. Officers work in partnership with the police and other enforcement agencies and conduct daytime and evening enforcement sessions.

Since our winter 2012 newsletter, the licensing team has had cause to revoke and suspend some driver licences.

Recent enforcement actions

- Unsuitable conduct from licensed drivers towards passengers and the public
- Unsuitable insurance
- Medical grounds
- Operating driver when driver did not hold PH driver licence
- Parking illegally in a disabled bay
- Smoking in licensed vehicles
- Non-compliance with licence conditions (vehicle, driver and operator)
- Failure to wear badges
- Defective tyres
- Using mobile phone when driving
- Late renewal applications
- Poor condition of vehicle
- Driving without insurance
- Failure to notify council of vehicle involved in accident
- Failure to carry a passenger with wheelchair and failure to carry passenger with assistance dog
- Poor driving standards
- Speeding
- Vehicles left unattended on hackney carriage rank

The team have also had to require some drivers to take Practical Driving Standards Agency tests to demonstrate their continued professional driving competence.

Those issues are picked up during daytime and evening enforcement sessions, officer observations and following investigation of complaints made against licensees. Any relevant actions are recorded and can be used as evidence if there is cause to take further enforcement against licensees.

In some instances, complaints could easily have been avoided so best practice advice is provided by our officers.

Details of the team's enforcement sessions are presented to the licensing committee who are keen for officers to carry out regular inspection and enforcement sessions across all licensing functions.

On 25 September 2013, in partnership with VOSA Vehicle Inspectorates and the Road Policing Unit, officers performed a daytime enforcement session. A total of 16 licensed vehicles with drivers were checked. One driver was found not to be carrying a licence badge and four vehicles required remedial actions (replacement tyre, non-display of fare tariff card, replacement door signs and a faulty fire extinguisher).

Hospital parking

Some licensed vehicles are being left for prolonged periods in the parking bays provided for taxi and private hire services by the hospital entrance. It has also been alleged that when hospital parking staff have asked drivers to move on they have on occasions been subjected to verbal abuse. If this is the case, it is not acceptable.

The hospital provides their spaces as collection and drop off places for licensed vehicle services only. If you see non licensed vehicles using these spaces, please raise this politely with the parking staff, who may temporarily allow this on occasions. If hospital staff see spaces being used illegitimately by vehicles, or are spoken to inappropriately by drivers, they may review the provisions currently provided.

Keep us informed



To enable us to maintain communications with you, it is important you keep us informed of your correspondence details. You are required to notify us of the following matters if your circumstances change during the term of your licence:

- Change of address
- Change of contact details
- Change to the operator you work for
- Change to medical health/ conditions which may affect your fitness to drive
- Any convictions relating to criminal matters or motoring offences/endorsements, or

- if you are to receive a warning or caution or are subject to any police investigation.

Failure to notify the licensing authority of the above is an offence under the acts governing hackney carriage and private hire licensing.

Please note also you are required to report any accidents involving your licensed vehicles as soon as reasonably practicable and in any case within 72 hours of the accident. If your vehicle is involved in an accident, it will need to be cosmetically inspected to assess if it remains 'fit for purpose'.

Monitoring drivers' hours

Licensed private hire operators are required to monitor drivers' hours to ensure they do not work unreasonably long shifts. The licensing team have investigated complaints against drivers and found drivers working long shifts without enough breaks. Driving when tired can kill. The safety of your customers is paramount – every driver has a duty to assess their own fitness before they work and only drive when they feel fit and well to do so. Operators must also ensure drivers' work patterns do not affect their awareness and ability to drive. Officers performing compliance checks will expect operators to be able to show evidence that they are complying with this requirement.

Rank matters

Hackney carriages are sometimes queuing beyond the boundaries of the railway station rank and feeder area spilling onto Alençon Link causing congestion.

If a rank is full, hackney carriage drivers must proceed to another rank. We appreciate the railway station rank is the busiest, but when you arrive at the station rank if there are already 20 or so cars ahead of you, you will probably obtain a fare quicker elsewhere whilst improving rank coverage and service to the public. More taxis frequently seen at the other ranks will raise awareness of their locations and stimulate greater use.

Officers are aware taxis are being left unattended on the Festival Place rank. This is an offence and not a positive sign when passengers approach vehicles without a driver on board. Ranks must not be used as taxi car parks whilst drivers perform other activities.



Advertising on hackney carriages

All advertising applied to hackney carriages must be provided for approval to the licensing team in advance.

Failure to obtain that approval could result in the vehicle being suspended until any unapproved advertising is removed. We recognise vehicle advertising offers a good revenue raising opportunity to proprietors. On the whole, all advertising has been approved so long as it is not linked to matters such as gambling, sex, religion, alcohol or tobacco.



We prefer where possible for local businesses and facilities to be promoted and will consider this

when our taxi policy is reviewed. Where 'full wrap' advertisements are applied to vehicles which change the main colour of the taxi, you'll also need to update the DVLA.

The vehicle register maintained by the Driver and Vehicle Licensing Agency (DVLA) essentially exists to assist in revenue collection, road safety and law enforcement. The police and other enforcement agencies rely on the DVLA record for all vehicle related investigations. It is therefore paramount that the information stored on the vehicle register is accurate and up to date.

By covering the entire vehicle in a coloured adhesive/vinyl wrap, the DVLA has confirmed that the colour change must be recorded. To notify a change of colour you should complete section 7 of the registration certificate V5C and return it to DVLA Swansea SA99 1BA. You should receive a replacement certificate within 2-4 weeks. If the wrap has many colours, then the main colour should be used.

You would also need to notify the council so we can update our licensing records, subject to replacement plate and licence fees.

Theft from private hire vehicles

Unfortunately since the last newsletter, there have been some thefts from licensed cars. On both occasions, valuables were left overnight in the vehicles.

By leaving expensive items such as mobile phones and satnavs on

display, it makes a vehicle more attractive to thieves. Most vehicle crime is opportunist and it only takes seconds for a thief to empty a car of valuables. Take care by keeping your vehicle locked and secure and by keeping all valuables out of sight.

Top tips for securing your vehicle:

- Keep your vehicle locked at all times when it is unattended
- Close all windows
- Remove all valuables such as phones, satnavs and handbags
- Park your vehicle in a safe and well lit area. Use secure car parks
- Security mark your possessions.
- Mobile phones
- Laptops
- Wallets/purses/credit and debit cards
- Cash/cheque books
- Electrical items
- Jewellery
- Power tools and work equipment
- Vehicle registration documents
- Items of clothing, food or alcohol

The following items are of particular interest to the thief so should never be left in your vehicle:

- Satellite navigation systems
- MP3 systems

The sensible advice is to empty your car before someone else does!

New renewal forms

When you receive your renewal licence reminder, you will notice the form has changed. The licensing team is trying out new forms which will already include the information we hold for you. We hope this will simplify your renewal process. You will need to check the forms and update them with any missing or incorrect details. We welcome your feedback about this to licensing@basingstoke.gov.uk

Passengers with wheelchairs

We have received some complaints and enquiries regarding drivers' and passengers' rights when carrying passengers with wheelchairs.

Under the Town Police Clauses Act 1847, a hackney carriage driver cannot unreasonably refuse a fare. They must also provide reasonable assistance with loading and unloading, as stated in the Hackney Carriage Byelaws (14(b)). This is also required under condition 11(ii) of the private hire driver's licence conditions.

There is a wide range of wheelchairs in use and some, particularly the electric style, can be very heavy and difficult to manoeuvre. Under normal circumstances, wheelchair passengers are unlikely to present a significant risk of injury to the driver. Drivers of wheelchair accessible vehicles should familiarise themselves with their vehicle, including its weight allowance, and follow the manufacturer's instructions for loading, securing and unloading wheelchairs. For example, some Peugeot E7s have a combined loaded weight of 300kg (48 stone) which includes the driver, passenger(s) and wheelchair.

If drivers are aware of the limits, they can maximise their own and

passengers' safety. Failure to secure a wheelchair in accordance with the manufacturer's instructions could invalidate the insurance in the event of a claim.

As a general guide wheelchairs must never face sideways and must be secured using the correct straps. Once in position, the wheelchair brakes must be on. If it is a powered wheelchair, the power unit must be switched off and should never be left in freewheel mode.

Drivers are advised to consider the factors that could impact on their own and their passenger(s) safety when transporting wheelchair users in their vehicle. After carrying out a personal risk assessment, a driver may consider that the circumstances present a high risk of injury to himself or the wheelchair passenger.

In this case, the driver should politely decline the fare, explaining their reasoning and why they believe they would be operating under unsafe conditions. If passengers are refused, a reasonable explanation to that refusal must be given afterwards. As the licensing authority, we would expect the driver to provide evidence of a robust risk

assessment if a complaint was received.

If a driver has a medical condition that puts him or her at risk of injury when moving wheelchairs, this may be considered a reasonable excuse for refusing a fare. We would need to see medical evidence from a GP of any condition given as a reason for refusal.

To enable licensed drivers with certain medical conditions that would make it impossible or unreasonably difficult for them to assist wheelchair users, the law includes provisions for drivers to be exempted from carriage requirements on medical grounds.

In determining whether to issue a medical certificate we would need to consider medical evidence confirming the driver is unable to safely complete one or more of the following tasks:

- securely erect wheelchair ramps
- safely install a wheelchair and occupant into their vehicle
- ensure the wheelchair and occupant are secure in readiness for the journey and reverse the entire process.

Most drivers with a medical condition severe enough to warrant an exemption are likely to be under a specialist (consultant) medical practitioner. It is therefore suggested that medical evidence should be sought from a specialist as to the severity of the condition.

Application validation service

The licensing team will shortly be learning the outcome of the Efficiencies and Savings Review. In the meantime, some improved ways of working have already been, or are in the process of being implemented. Council front line staff will be trained to perform licence application validation checks. This will mean council officers based on the front desk will check to ensure applications being handed in contain all of the required documentation.

If the applications provided are not complete, applicants will not be able to hand their paperwork in. We make clear in communications with licensees of the need to ensure applications are complete but frequently applications do not contain the necessary documentation required to enable officers to evaluate and process them. Please note any incomplete applications received by the licensing team will be returned to applicants by second class post.

Please check you take time to ensure your applications are complete and accurate at the time of submission.

Passengers with assistance dogs



The Equality Act 2010 places duties on both licensed taxi and private hire drivers to carry assistance dogs accompanying disabled people, and to do so without charge. Additionally, licensed drivers cannot refuse a fare because the passenger has a disability and may be at risk of a discrimination claim if he/she does so.

We have asked whether a fear of dogs would classify for a medical exemption under Section 169 of the Equality Act 2010. Section 169 states:

(1) A licensing authority must issue a person with a certificate exempting the person from the duties imposed by section 168 (an “exemption certificate”) if satisfied that it is appropriate to do so on medical grounds.

The authority must grant the exemption if it is satisfied that it is appropriate to on medical grounds. There is not any case law on this but there have been reported incidents of drivers being

prosecuted for not accepting fares and then raising the fact that they had a fear in their defence. They have been unsuccessful despite claims to be allergic and scared of dogs and have been punished accordingly.

The law is clear that exemption on medical grounds is the only way to refuse carriage of assistance dogs. All drivers need to be aware of their responsibilities and the relevant legislation. Where a driver has a phobia which would prevent them from being in the same car as a dog, they should seek a medical exemption. If they do not have an exemption, they are liable to prosecution.

The licensing authority is responsible for issuing exemption certificates and needs to be satisfied that it is appropriate to do so on medical grounds. To date, we have not issued any such exemptions to drivers.

In accordance with licence conditions, it is an offence for an operator to fail or refuse to accept a booking if a journey is requested by, or on behalf of a disabled person, or by a person who wishes to be accompanied by a disabled person where the reason for the failure

or refusal is that the disabled person will be accompanied by an assistance dog.

The operator also commits an offence if an additional charge is made for carrying an assistance dog.

Operator licence conditions state:

‘The licensed operator shall not refuse a booking if it requires the carriage of a guide dog or assistance dog belonging to a passenger. There must be no charge to the passenger for the carriage of such a dog...’

The driver of a private hire vehicle commits an offence by failing or refusing to carry out a booking accepted by the operator if the booking is made by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person is accompanied by an assistance dog. Private hire driver licence conditions state:

‘the driver shall agree to carry passenger assistance dogs at no charge to the passenger unless he/she is in possession of an exemption certificate issued by the council.

If you have any concerns or questions about providing services to passengers with wheelchairs or assistant dogs, please talk to us.

Specified times for driver tests and DBS interviews

Appointments for DBS interviews and driver awareness/knowledge tests are now taking place on Tuesdays and Thursdays only. We will shortly be able to offer an online booking facility for these appointments and will notify you when this service becomes available.

Vehicle registration plate requirements

Regulations put in place a standard character font for number plates, making them easier to read. This change ended the use of italic, multiple stroke and other difficult to read lettering on number plates.

Characters on plates need to meet the following specifications.

- Character height 79mm
- Character width 50mm
- Character stroke 14mm
- Space between characters 11mm
- Space between groups 33mm.

Disclosure and Barring Service (DBS) update

With effect from 17 June 2013 the Disclosure and Barring Service (formerly the CRB) made changes to the procedure for their disclosure certificates.

DBS disclosure certificates are now only issued to you. As no copy is provided to us, you must produce your disclosure certificate to us within seven days of its issue. Failure to produce your disclosure certificate may result in suspension of your private hire/hackney carriage driver's licence.

The DBS has introduced a new update service. Details of this will be provided at your next DBS appointment. If you already subscribe to the DBS update service and want Basingstoke and Deane licensing team to carry out a status check, you must provide an enhanced DBS disclosure

certificate and a completed consent form. Your certificate must be for a child and adult workforce. No fee is required for a status check. Further information on the update service can be found at www.gov.uk/dbs.

If you have already subscribed to the DBS update service and have provided Basingstoke licensing team with your certificate and consent, we will carry out a status check on the day your DBS renewal is due. You will be able to see on your account when we carry out a status check. The update service is subject to an annual payment to the DBS.

Please note the DBS have also revised the identity checking procedure. All DBS application forms are subject to this new procedure which we notify you of when your reminder is sent out.

Medicals

We have had some recent medicals that have been undertaken by GPs at walk in centres or elsewhere.

You are reminded that your medical examination must be carried out by a

GP at the practice where you are registered as a patient and where your medical history records are located.

If your medical examination is carried out elsewhere it will be rejected and you will have to pay a further fee to the GP practice

Medical Standards Update Eyesight

The distance vision standards for Group 2 eye tests have changed. GPs now must use a new eye test chart but it has become apparent that some GPs are still using an old chart - resulting in some failed medicals for drivers.

When you book your medical with your GP, you should ask them if they are using the new chart with the 6/6.5 test line. Older charts only have the 6/9 and 6/6 lines.

If the GP does not have the new chart there is a chance you could fail the distance vision test and therefore not meet the group 2 standard. You would then need to pay to see an optician.

Drivers required to wear glasses when driving will have this added as a condition to their private hire driver's licence. The law does not permit us to add this condition to a hackney carriage driver's licence but we would have to consider a driver's suitability to hold a licence if found not to be wearing glasses

when required to in order to meet the group 2 standard of fitness. New rules introduced in February 2013 enable police to take immediate action against motorists who fail roadside eye tests. Police notify failures to the DVLA electronically and revocation of a licence could be issued within hours.

All drivers have to be able to read a number plate from 20 metres. Drivers unable to meet this standard commit an offence and could have their licence revoked, with licences not returned until a driver can demonstrate their eyesight meets the required standard.

Where glasses or contact lenses are prescribed they must be worn. Failure to do so could have an impact on insurance claims.

We have included conditions regarding the use of prescribed glasses/lenses on licences and also had cause to take enforcement action on drivers requiring glasses not wearing them whilst driving.

where you are registered.

The GP has to sign the form to say he has had access to your medical history records whilst carrying out the examination.

Any delays to your medical could lead to your licence being

suspended until the medical examination is carried out correctly. We recommend that you book your examination appointment with your GP surgery as soon as you receive your reminder letter so that it can be carried out before the expiry date given in the letter.

Diabetes

Below is a table explaining requirements if you have diabetes in relation to DVLA Group 2 requirements which is the medical standard adopted for licensed drivers:

Diabetes Management	What You Need to Do To Meet DVLA Group 2 Entitlement
<p>Do you manage your diabetes with insulin (this includes temporary insulin treatment)?</p>	<ul style="list-style-type: none"> • You MUST inform the DVLA • You MUST have had no episode of hypoglycaemia requiring the assistance of another person in the preceding 12 months. • You MUST have full awareness of hypoglycaemia. • You MUST regularly monitor your blood glucose at least twice daily and at times relevant to driving using a glucose meter with a memory function to measure and record blood glucose levels. At the annual examination by an independent consultant diabetologist, three months of blood glucose readings MUST be available. • You MUST demonstrate an understanding of the risk of hypoglycaemia.
<p>Do you manage your diabetes with tablets? Do the tablets carry a risk of inducing hypoglycaemia (this includes sulphonylureas and glinides)?</p>	<ul style="list-style-type: none"> • You MUST have had no episode of hypoglycaemia requiring the assistance of another person in the preceding 12 months. • You MUST have full awareness of hypoglycaemia. • You MUST regularly monitor your blood glucose at least twice daily and at times relevant to driving.

Diabetes Management	What You Need to Do To Meet DVLA Group 2 Entitlement
	<ul style="list-style-type: none"> You MUST have no other complications of diabetes such as visual field defect.
<p>Do you manage your diabetes with tablets? Are the tablets other than above or your diabetes is managed by non-insulin injectable medication?</p>	<ul style="list-style-type: none"> You MUST have no other complications of diabetes such as visual field defect. Your blood glucose levels MUST be under regular medical review. You should monitor your blood glucose at least twice daily and at times relevant to driving.
<p>Do you manage your diabetes by diet alone?</p>	<ul style="list-style-type: none"> You MUST notify DVLA if you develop relevant disabilities e.g. diabetic eye problems affecting visual acuity or visual field or if insulin is required.

For further information on medical standards for Group 2 entitlement please refer to the DVLA At a Glance Guide to Medical Standards of Fitness to Drive at www.dft.gov.uk/dvla/medical.



If you have diabetes, you should be aware of this information. It is important to ensure you are familiar with these requirements and to ensure you have suitable blood glucose monitoring equipment with

memory functions and can provide any required readings when your medical takes place. This will mean where applicable, you will need to record blood glucose level readings up to 3 months in advance of your medical examination becoming due. Otherwise your licence may be suspended until satisfactory evidence of your condition is provided.



Your views matter

If you have any comments, questions, suggestions or topics you would like included in the next newsletter please complete and return the slip below.

Name

Address

Licence number

Contact number

Email address

Comments, questions or suggestions

Please return this form to the licensing team at:

Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, RG21 4AH

Alternatively, email your comments, questions or suggestions entitled taxi and private hire feedback to licensing@basingstoke.gov.uk

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