



Basingstoke
and Deane



working together

Dear Licence Holder

25 March 2020

COVID-19 UPDATE

Please visit the following web links for taxi and private hire trade related updates about Covid-19:

<https://www.basingstoke.gov.uk/COVID-19-licensed-drivers>

<https://www.hart.gov.uk/taxis>

The basis of current guidance is to ensure good hygiene and cleaning to slow the spread of germs. Updates will continue to be provided by Public Health and [government guidance](#) to help you protect yourselves and others.

Please take all sensible precautions regarding your own health, and refer to the [NHS website](#) if you have any concerns. Follow the government guidance around self-isolating if you have any concerns about your own health. You should not work if you are classed as vulnerable due to age or pre-existing medical conditions.

- 1) Wash your hands regularly and thoroughly or use hand sanitiser gel or wipes
- 2) Wipe all door handles, grab handles and window buttons with anti-bacterial wipes or disinfectant spray several times a day.
- 3) A clean car is a healthy car, look after yourself and your passengers.

Some drivers are providing tissues and hand gel for customers. This is optional and an additional expense but it does give customers confidence and makes them feel protected and valued. This makes them use licensed vehicles more which equals more trade.

Self-employed and small businesses

The government has released guidance for people and businesses affected by COVID-19 and also for staff in the transport sector which can be found at the below links:

[Guidance and support for those affected by Covid-19](#)

[Guidance and support to businesses affected by Covid-19](#)

[Guidance for staff in the transport sector](#)

Department for Transport (DfT) have released guidance confirming that taxis and private hire can continue to work. You must follow the guidance on keeping yourself and your passengers safe.



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Licence Fees

The Licensing team is aware that drivers and vehicle proprietors will be facing a loss in income due to the unprecedented circumstances. To try and reduce this pressure renewal applications between the date of this letter and 1 September 2020 can be paid in two equal instalments. Half the licence fee must be paid on application and the remainder paid within six months for vehicle licences and within the year for driver's licences.

The instalment must be paid online, Hart drivers will need to go to the Hart district council website and use the 'Pay for it function'.

- Pay for it
- Pay licensing Fees
- More payments
- Taxi licence

You will be able select the licence type and then type the amount needed to pay (half the usual fee for the licence you are applying for).

www.hart.gov.uk

Basingstoke drivers will need to go to the Basingstoke and Deane council website and use the 'Pay for it' function.

- Pay for it
- Online Payments
- Miscellaneous Payments
- Hackney Carriage & Private Hire Licences

You will find an option to pay for renewals and can type in the amount you need to pay, or use the deposit payment option available after 1 April 2020.

www.basingstoke.gov.uk

Licence renewals

We shall be issuing renewal applications for licences shortly. Please complete and return your paperwork to the Basingstoke office with at least 10 working days before your licence is due to provide time for the licensing team to process the application.

If you have been told to self-isolate, or are experiencing any symptoms as described by the NHS then please prioritise your own health. All documents are available off the website.

If you would like to take your vehicle off the road, you can suspend your vehicle licence. This will allow you to suspend or cancel your hire and reward insurance until you wish to start using your vehicle to carry passengers again. Please remember that if your vehicle is suspended, you will still need to renew it on time. **During the lockdown if you wish to suspend your licence you will only need to pay your renewal fee instalment when you request to lift the suspension.**



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Medicals

Most medical practices are offering emergency appointments only and may not accept routine appointments. Where medicals become due, we will ask you complete a self-declaration to confirm your current medical condition. If your fitness has not changed you will be given up to six months to get a medical examination appointment booked with your own GP.

DBS renewals

Drivers with DBS renewals coming up will be asked to complete a disclosure form and provide your paperwork by post or delivering to the council. We are unable to do face to face appointments during these extraordinary circumstances so we will accept photocopies of original documents.

Office Cover

In line with government directions, officers are working from home where possible which leaves a skeleton staff in the office to ensure that plates and badges are printed, and applications are processed.

This may mean that it will take longer for enquiries to be answered by phone or email.

We have good websites so please look there before picking up the telephone.

The Reception desks at Basingstoke and Deane and Hart District Council are now closed.

If you need to provide paperwork please email or post in wherever possible.

If you need to hand in paper work to an Officer, or collect licences and paperwork, please call 01256 844844 for Basingstoke licensees and 01252 622122 for Hart licensees and a member of staff will meet you in Parklands car park with the documents (between 09.00 – and 14.00 hours only).

If you have any queries or require further information regarding this letter, please contact us on (01256) 844844 or email licensing@basingstoke.gov.uk (Basingstoke licensees) or 01252 622122 or email licence@hart.gov.uk (Hart licensees).

Yours faithfully

Sophy Brough,
Shared Services Licensing Team Leader