



Basingstoke  
and Deane

# Hackney Carriage and Private Hire

Winter 2022 Newsletter

Please take a few minutes to read through to keep up-to-date with taxi and private hire matters. We welcome your feedback so please return the feedback form at the end of the newsletter or email the licensing team at [Licensing@Basingstoke.gov.uk](mailto:Licensing@Basingstoke.gov.uk)

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## Penalty Points Scheme

The council operates a penalty points scheme under which points can be issued to licence holders for breaches of licence conditions or non-compliance with the law as an alternative to prosecution.

The main features of the scheme are as follows:

- points are issued to licence holders for breaches of licensing conditions or legislation;
- a total of 12 points credited to an individual licence in any 12-month period will result in a review of the licence by a Licensing sub-committee
- points against a licence holder will be automatically removed after 12 months have elapsed from the date the points were issued; and
- licence holders have a written right of appeal to the Regulatory Services Manager within seven days of the points being issued.

There is no financial penalty associated with this scheme and drivers or operators may continue to work if points are awarded.

A list of breaches covered by the scheme, together with the points that can be awarded for each breach is shown below.

No	Breach	Points
1	Hackney carriage or private hire vehicle not displaying licence plate and/or internal sticker	6
2	Hackney carriage or private hire vehicle plate not fixed or displayed in accordance with the condition for fixing and display of the plate	4
3	Hackney carriage vehicle not displaying 'TAXI' roof sign	4
4	Hackney carriage vehicle roof sign not connected or functioning correctly	4
5	Failing to comply with vehicle licence conditions e.g. general condition of the vehicle. Points per defect.	4
6	Using a licensed vehicle without a valid compliance certificate	6
7	Failing to produce a photographic driving licence or insurance certificate, which is valid on the day of request, within the prescribed time limit.	6

8	Failing to notify the council of details of road traffic collision within the prescribed time limit.	4
9	Failing to notify the council of details of a conviction or offence within the prescribed time limit.	6
10	Failure to present vehicle for inspection when requested.	6
11	Failure to clearly display driver licence badge on outer clothing.	4
12	Making false statement or withholding information to obtain or retain a licence.	6
13	Charging more than the displayed fare	4
14	Charging more than the meter fare when hackney carriage used as for private hire within the district.	4
15	Unnecessarily prolonging a journey.	4
16	Obstruction of an authorised officer or constable or failure to comply with requirement of an authorised officer or constable.	6
17	Failure by private hire operator to keep records of bookings.	6

18	Failure by operator to keep records of vehicles and drivers.	6
19	Parking in contravention of parking restrictions	4
20	Parking in designated taxi rank outside of licensing district	6
21	Failing to notify change of address, contact details, motoring convictions, criminal convictions or change of medical circumstances within prescribed time limit	6
22	Failing to display a permanent hackney carriage fare card in vehicle	4
23	Leaving a hackney carriage unattended whilst on a designated rank.	4
24	Abusive or un-cooperative behaviour	6
25	Driving in a manner to cause complaint	6
26	Hackney carriage plying for hire outside the council's area.	12
27	Private hire driver plying for hire	12



## Parking Strategy consultation

The Parking Team are running a Public consultation which closes on the 14 November 2022. You can access information about this at [www.basingstoke.gov.uk/parking-strategy-consultation](http://www.basingstoke.gov.uk/parking-strategy-consultation).

This is not being administered by the Licensing team and we cannot answer any questions on this matter.



## Tax Conditionality

Tax Conditionality: From 4 April 2022, all applicants renewing their licence will be required to carry out a tax check with HMRC.

You will not be able to renew your driver or operator licence without this check.

If you need help registering for tax, please contact HMRC via email or phone at 0300 200 3300.



## Christmas Closures

Our offices will be closed from Friday **23 December 2022** and will reopen on **3 January 2023**.

It's important that you submit your renewal applications as soon as possible if you are due to expire during this time period. The following timescales currently apply to correct and complete applications:

- Driver Renewals - 10 working days
- Vehicle Renewal - 10 working days

## Electric Vehicles

Thinking of getting an electric vehicle? Click [here](#) for a database of all electric vehicles.

Clipper Automotive Electric Taxis took one of their prototype converted TX vehicles up to the Station rank last month for drivers to have a look at. We understand that there are a lot of questions about the vehicle and its costs.

We continue to look at opportunities to help the trade move from their current vehicles to more environmentally friendly electric vehicles. We will be looking at running a specific electric vehicles event for drivers and operators in 2023.



## COMPLIANCE CHECKS

### Compliance Checks for Vehicles and Drivers

Officers will be out and about over the next couple of months doing Taxi and Private Hire compliance checks.

We apologise for any inconvenience this may cause but please make sure that you are cooperative with the officers.

### Adhesive Vehicle Plates Updates

Whether you are fitting a licence plate or a 'No booking, no ride' sign the process is the same:

The door or boot lid needs to be clean and dry.

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#### Designated position of door signs:

Make sure your vinyl self adhesive door sign is positioned correctly either on the doors of a car or the door/rear quarter of a minibus. .



First choose the correct area on the door by offering the door sign up to the designated central position on the doors. Now thoroughly clean

the surface where the sign is to be applied with a clean, dry cloth or duster.



Peel off about small segment of the backing paper from one end of the door sign, see *pictures above*, and fold over to expose a portion of adhesive on the rear of the printed door sign. Now you have formed a 'hinge'. Apply the exposed portion of the adhesive area on the rear of the sign directly to the door, making sure that the sign is horizontal. Now slowly from the 'hinged' area which is now attached to the vehicle, pull off the remainder of the backing paper and smooth down firmly and evenly with a soft cloth to squeeze out any air.





Finally smooth over sign with soft cloth applying pressure. Any small air bubbles may be pricked with a pin and the air expelled by applying pressure.



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### **CARE AND MAINTENANCE OF PLATES AND DOOR SIGNS**

Normal car washing with non-aggressive detergents will keep door signs in prime condition. Wax based polishing products may be used.

***DO NOT USE aggressive or solvent based products such as T-CUT or paint restorers as these will damage the sticker and you may be charged for a replacement.***

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### **REMOVAL OF PLATES AND DOOR SIGNS**

Ensuring that the sign remains in one piece gently peel off from the outside edge and keeping door sign taut pull away from vehicle. Following removal of the sign, clean off any adhesive residue remaining on the vehicle with soapy water. Finally wipe down the surface again with a clean, soft cloth leaving paintwork clean and dry. Applying gentle heat with a hairdryer may be helpful if required.

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## **Licensing Committee Update**

At Licensing Committee on the 7 November, it was approved by the councillors that the front plates of private hire vehicles be removed. This was taken after feedback from the trade and officers feel there is suitable livery to identify the vehicle status without front plates.

The committee also approved the amendment of the policy that requires the rear plates for licenced vehicles to be fitted on a specific mount. This now gives the trade the freedom to stick their plates on the old plate and use the existing mount or stick them directly on to the vehicle.

The final amendment was to approve the condition that all vehicles will be required to have a card payment machine. As from the **1<sup>st</sup> April 2023** it will be mandatory that all licenced vehicles can take both card and cash payments.

Receipts can be provided using hand written slips or via specific printers linked to the card machine.

The mobile network coverage issue was also discussed and recognised as a risk. The committee noted that many card machines will now accept payments without having a mobile connection and process the payment when there is enough signal.



## Safeguarding and Disability Awareness Courses Update

Most drivers have already taken these courses or have booked on a course.

It is important for drivers and operators to have sound awareness about the signs of potential abuse and who concerns should be reported to. All new driver applicants have to undertake safeguarding and disability training before their applications can be determined.

Licensed drivers are required to book their own courses (Disability Awareness and Safeguarding Virtual **Classroom ONLY**) online directly with the council's approved course provider, the Blue Lamp Trust here: <https://bluelamptrust.org.uk/>

Safeguarding link - [safeguarding-classroom](#) | [THE BLUE LAMP TRUST](#)

Disability Awareness link - [Disability Awareness Classroom Course](#) | [THE BLUE LAMP TRUST](#)

If you have any issues you may call them on 0300 777 0157

These courses are a requirement for all existing drivers as well as any new drivers.

## Making a complaint to the Licensing team

If you or your passenger find yourself in the unfortunate position of having to make a complaint to the licensing team, this must be made in writing.

Officers investigate complaints in a fair and balanced manner and have to consider the evidence provided and assess if complaints are justified. During the investigation, officers have regard to the seriousness of the issue and our enforcement policy to determine what (if any) enforcement action is required.

Enforcement actions are based on evidence established through the complaint which is why complaints and any evidence must be submitted in writing. All complaints are anonymous, however should the complaint lead to a prosecution it is likely the complainant will be asked to make an official statement and may have to make an appearance in court to support the complaint.



## Keeping in Touch

Help us to help you.

You are required to notify us if your information changes during the term of your licence:

This includes:

- Changes to your address
- Changes to your email address
- New mobile number
- If you are subject to any police investigation or are convicted of any motoring or criminal offences
- Change to medical health/conditions which may affect your fitness to drive.

If you are unsure as to the DVLA group two medical standards, they can be found at the following link:  
[www.gov.uk/guidance/general-information-assessing-fitness-to-drive](http://www.gov.uk/guidance/general-information-assessing-fitness-to-drive)

Thank you for taking the time to read this newsletter and the important updates it provides. If you require any further clarification to any of the articles, please email the licensing team [licensing@basingstoke.gov.uk](mailto:licensing@basingstoke.gov.uk)