



working together

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 HartLicensing@Basingstoke.gov.uk

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New Email

The Licence@hart.gov.uk email is no longer in use by the team please can you make sure that you use our new email address

HartLicensing@basingstoke.gov.uk to contact the team.



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.

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

From December 2022 we will be moving to self adhesive vinyl plates to replace the current plastic licence plates. The vinyl stickers are printed by an external supplier (MOGO) and posted directly to you. This means you won't have to come to the Licensing office to collect your plates. MOGO will also be producing and posting driver badges to reduce your travelling time and cost.

The new plates use 98% less plastic than the current ones. They come complete with a security feature of a hologram on the vehicle plates and a QR code which customers can scan to provide the registration number of the licensed vehicle which can be checked against the vehicle the plate that is attached.

These plates can be stuck onto existing plates/mounts or directly onto bodywork. They will fit even on heavily contoured bodywork.

The sticker is designed to stretch and tear when removed so they are not transferable. The body finish is unaffected by the adhesive.

Whether you are sticking the new plate to your old plate, boot lid or rear bumper the surface must be clean and dry.

Peel off about small segment of the backing paper from one edge of the plate, and fold over to expose a strip of adhesive on the rear of the plate. Now you have formed a 'hinge'. Apply the exposed portion of the adhesive area onto where you are mounting the plate. Make sure that the plate is level. 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. Any small air bubbles may be pricked with a pin and the air expelled by applying pressure.

The adhesive takes a few hours to achieve maximum strength.

CARE AND MAINTENANCE OF PLATES AND DOOR SIGNS

Normal car washing with non-aggressive detergents will keep plates 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 will be charged for a replacement.

REMOVAL OF PLATES

Do not stick new vinyl plates onto an old stick on plate. They can be stuck onto an old VIP plate to reuse the existing mount.

Ideally remove the plate on a sunny day, alternatively gently warm it with a hair dryer. Gently peel off from the outside edge and keeping plate 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.



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

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 shared service licensing team

HartLicensing@Basingstoke.gov.uk