

Trade Times

Brought to you by Cheltenham Borough Council Licensing

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Apply for your licence online



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You can now apply for your licence or renewal online

On the 1st of February the council launched electronic forms that will allow people to apply for their taxi or private hire licences online including applications to renew their licences.

The project was partly funded by the Local Government Association with additional funding by the council. An aspect of the project was to provide licence holders with an easier and more convenient way to apply for their licences.

The new online forms allow applicants to check that their details are up to date, upload electronic copies of documents, pay securely online and automatically receive a copy of their submitted application form online.

The forms have been developed and tested with input from representatives from the trade.

How to apply online

Applications for new licences (drivers, vehicles and operators) can be made from the council's website at <https://www.cheltenham.gov.uk/licensing>. We have produced updated guidance documents for new applicants to follow. The guidance for new [drivers](#) and [vehicles](#) is also available online.

How to renew your licence online

Existing licence holders will receive instructions from the council when their licences are due to be renewed. The email notification will provide the licence holder with a link to the update guidance, a link to the online renewal form and with instructions on how to retrieve their details.

For driver licence renewals, the council will supply the licence holder with a reference number (that is hidden and generated securely). In addition, drivers will be asked to enter their NI number as a secondary check.

For vehicle licences, the retrieval process will be similar with the only difference being that the secondary information is the vehicle registration number.

We will use the email address you have supplied us with to send your renewal reminder to. **If this email address is not a private one or is out of date, you need to contact the council ASAP to change it.**

* Support centre from the online forms supplier. Report technical or functionality issues with them.

Apply
Online 

New Applications

Forms available online at:

www.cheltenham.gov.uk/licensing

Guidance and help:

www.cheltenham.gov.uk/driverlicences

www.cheltenham.gov.uk/vehiclelicences

Renewal Applications

We will email you all the information you need to apply for your renewal online.

Need Help?

DSFX service desk*:

08447 254 333

servicedesk@dsfx.co.uk

CBC Licensing:

01242262626

licensing@cheltenham.gov.uk



Planning for the 2018 Festival has been underway for several months. We are expecting the largest festival to date in 2018 with record numbers visiting Cheltenham.

Ranks – We will again have additional marshals on duty on the Promenade rank for all four days of the Festival. There will also be crowd control barriers for the 2018 event to help manage the crowds using this rank.

There will again be marshals at the Montpellier rank also covering for the four days.

We are awaiting confirmation from the county council about the extension of the Promenade taxi rank for that week.

The Pittville rank will be unavailable for taxis to use. It will instead act as a feeder for Stagecoach buses.

Enforcement – We will this year have three teams dedicated to taxi/PH enforcement. One team will cover the day shift with the two remaining teams providing cover for the evening/night-time enforcement. We will make available a dedicated contact number to report possible illegal activity.

Statements – We have previously written about the need for drivers who witness alleged illegal activity to be willing to provide the council with statements. There are strict legal processes and requirements for bringing prosecutions including proper and formal witness statements. Without these the council's ability to take formal action is diminished.

Racecourse – There will be no changes to the parking arrangements for taxis and private hire vehicles at the racecourse.

In the courts

A driver from Bristol has been prosecuted by the council for unlawfully plying for hire.

In March 2017 two officers approached a silver Vauxhall Vivaro and asked the driver if he was free. Following a discussion, the driver suggested a price of £42 for the journey which the officers accepted. The driver invited the officers to get into his vehicle to take them to Gloucester without an advance booking.

The driver was fined a total of £580.00 for the offence.

Cheltenham Borough Council has been awarded £838 in costs following the last-minute withdrawal of an appeal against its licensing committee's decision.

In short

- * Policy review update
- * Safeguarding training
- * DBS Update Service
- * MOT testing
- * Roundels on PHVs

Policy Review Update

The council consulted on proposed revisions to its taxi and private hire licensing policy. The consultation was open for 12 weeks until 21 December 2017.

Since then, officers have been going through and analysing consultation responses. A report has now been written outlining the consultation responses and what these mean for the draft policy moving forward.

Cabinet will debate the report in March.

Safeguarding training

In 2017, the council introduced mandatory safeguarding training. The training is mandatory for all licensed drivers.

The council has made it clear that those drivers who have not undertaken the mandatory training will not have their licences renewed in 2018. There are a number of drivers who have not completed the training. It will be necessary for these drivers to make arrangements to have the training done prior to the renewal date of their licences.



DBS Update Service



The licensing section is moving towards a largely paperless operation. This is both more cost-effective and more convenient for licence holders. As part of this work, we would like to encourage licence holders to subscribe to the DBS Update Service. The update service allows you to keep your DBS certificates up to date and us to check a DBS certificate online.

The update service is cheaper than a paper DBS application, drivers don't need to provide as many ID documents every time they renew your licence and it is instant so there are no delays in processing your application.

Register Now! <https://www.gov.uk/dbs-update-service>

MOT Testing

At the end of 2017 the council approved vehicles to be tested with Swanbrook in addition to Ubico. This was largely due to major construction works at Ubico that rendered the vehicle testing station unusable. The work at Ubico is due to be completed towards the end of February when the testing station will again be able to test vehicles.

It is likely that the council will change its policy so to move away from only having one testing station for licensed vehicles. To this end, the council will continue to use Swanbrook as an approved testing station in addition to Ubico.



Roundels on PHVs

The council would like to remind private hire licence holders and operators of the rules that relate to the display of roundels on private hire cars.

Private hire cars are required to display roundels showing the operator they are working for. These roundels must be displayed **on the front side doors beneath the window**. A number of cars are incorrectly displaying their roundels on the rear doors.



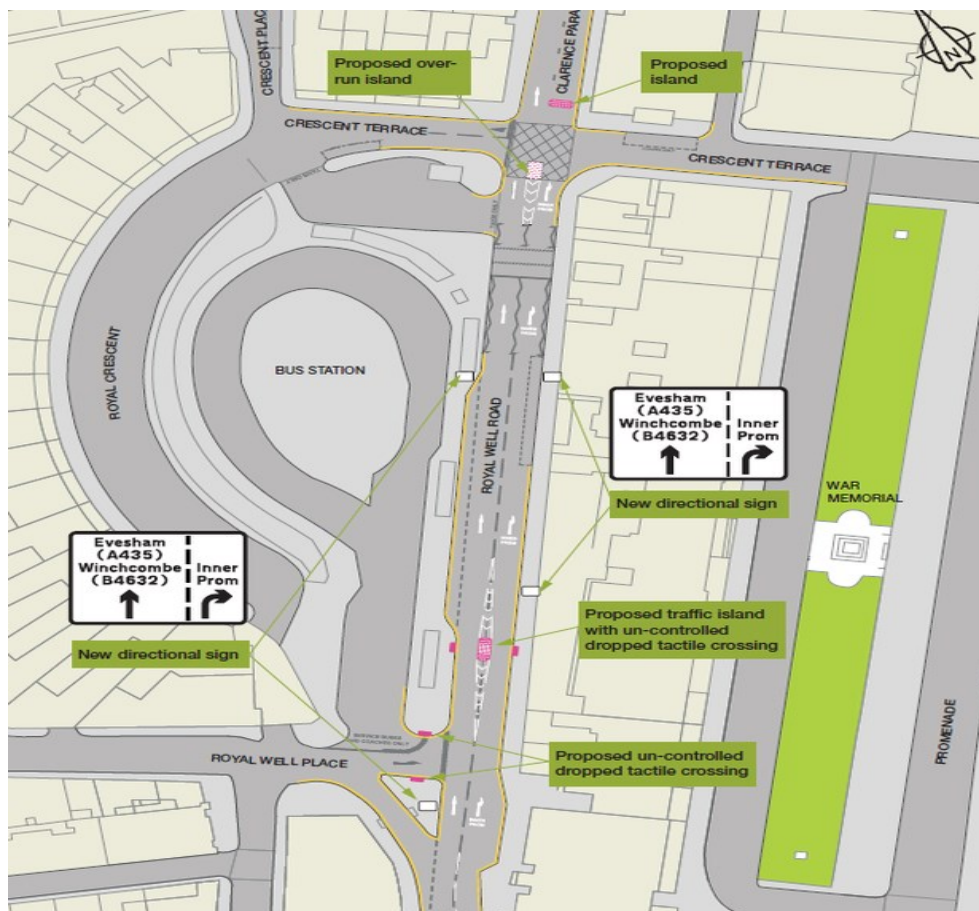
Cheltenham Transport Plan Phase 3

There have been several changes to traffic and parking in Cheltenham in the last few years. The most recent changes included two way traffic in front of the Town Hall. This was part of phase 2 of the Cheltenham transport plan.

The next phase will be phase 3. This phase will ultimately result in the closure of Boots Corner to traffic (phase 4). It is not planned that the full closure of Boots corner will take place until after the 2018 Festival in March. However, some initial works have begun to prepare for the Boots corner closure.

The initial work has so far mainly focused on Royal Well Road. The purpose of the preparatory work is to begin to filter traffic on Royal Well Road to the right place depending on where the driver intends to go. From the image to the right, it will be noted that new directional signs will be erected to tell people which lane to be in. In addition, a new traffic island and crossing point has been installed on Royal Well Road to act as a traffic filter to ensure that cars are in the right lane to either eventually turn right on to the Promenade or stay in the left lane to continue in to town.

The scheme's implementation is being led by the County Council but in partnership with Cheltenham Borough Council. To date the licensing section has had very little involvement with the scheme's design and implementation. We are however aware of the potential issues the preparatory work may cause to particularly taxi drivers who routinely use Royal Well Road as a Promenade rank feeder. Whilst the licensing section has no direct involvement with the scheme's implementation we have highlighted the potential issue to the county council's representatives and are awaiting a response.



Furthermore, we have also requested a review of taxi rank provision in the town. This too is the responsibility of the county council.

If drivers have concerns or questions about the preparatory work referred to above, please contact the county council.

New contact details

The licensing team's contact number has changed. To speak to an officer, you should now call 01242 262626.

Alternatively, please send us an email to licensing@cheltenham.gov.uk.

GDPR

In May 2018 substantial changes to data protection rules are being implemented as part of the revised General Data Protection Regulations (GDPR). A new GDPR requirement is for the council to get *express* consent from you to use your contact details for other purposes such as sending you regular Trade Times. We will in the run up to May be asking licence holder to consent to the use of their contact details to receive this newsletter.