

Trade Times

Brought to you by Cheltenham Borough Council Licensing

ISSUE 30 – September 2018

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WAV Policy Consultation

On the 6th of March the council's Cabinet approved changes to the council's taxi & PH licensing policy. As mentioned in the previous Trade Times, the policy change included a new requirement for all licensed Hackney Carriage vehicles to be wheelchair accessible (WAV policy) by 2021.

As part of the WAV policy's implementation, the council has launched a consultation with the public hire trade on the WAV vehicle specification.

The specification, once adopted, will inform the types of WAVs that will be permissible under the new policy.

It is anticipated that a WAV specification will be adopted before the end of the year which will give Hackney Carriage proprietors 3 years to replace their saloon vehicles with WAVs.

The Consultation - How to respond

Consultation document can be found at: <https://www.cheltenham.gov.uk/consultations>

The consultation will be open from 20 August 2018 until 23:59 on 1 October 2018.

You can submit your comments using this consultation document electronically by email to licensing@cheltenham.gov.uk or in person to the Municipal Offices at any time during normal opening hours.

Alternatively, you can submit general comments in writing to licensing@cheltenham.gov.uk or addressed to the Licensing Section, Cheltenham Borough Council, Municipal Offices, Promenade, Cheltenham, GL50 9SA.

Next steps

At the conclusion of this consultation, a formal report will be submitted to the council's Cabinet for consideration.

Cheltenham Marathon Closures

The Cheltenham Half Marathon is taking place on Sunday 30 September.

The 2018 race is set to be the biggest so far in terms of the number of participants.

As a consequence, there will be a number of roads closed in and around the town on that day which will restricts vehicular access at various points during the day.

The full schedule of road closures is downloadable on the council's website.

[Get it here](#)

National Register for Taxi / Private Hire Licence Refusals and Revocations (NR3)

A new national database (also called NR3) has been launched by the Local Government Association where local licensing authorities will register decisions to refuse or revoke a driver's licence.

The database will be used by other licensing authorities to check any relevant history of an applicant for a licence in their district.

The purpose of the database is to strengthen licensing procedures and improve data sharing between councils in the interest of public safety and protection.

Cheltenham Borough Council will sign up to the database for the purpose of both uploading relevant information and accessing the database in relation to new and existing licence holders.

Clearly there will be a number of data protection steps to be taken before the council can process information in this way. The council is currently working on implementing a number of data protection policies and procedures relating to NR3.

We will in due course, write to all licence holders to provide more information on how the council will use the database and also what rights exist for

How to assist blind or partially sighted passengers

Help me find you

I might not be able to find you without your help, so you'll need to find me and help me to your car.

Ask me what I need

Ask how you can help guide me to your vehicle. It's really helpful to explain the layout of the vehicle so that I can get into it safely.

Wait for me to sit down

Please make sure I'm sat down safely before driving off; I might need your help to find and secure my seat belt.

Me and my guide dog

If I have a guide dog you can ask me to make sure that it is lying down by my feet.

How is the journey going?

Please remember to talk to me and let me know about any delays, diversions or other things which might affect the journey.

Are we there yet?

Let me know when we've arrived at my destination, and tell me what the fare is or what the meter says, remembering that there's no extra charge for guide dogs.

When we get there...

At the end of my journey you might have to help me to get from your car to my final destination.

Allergic to dogs?

If you can't take my guide dog because of a medical problem, it's really important that you or your company find me someone else who can get me where I want to go.

Thank you for your help!



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:

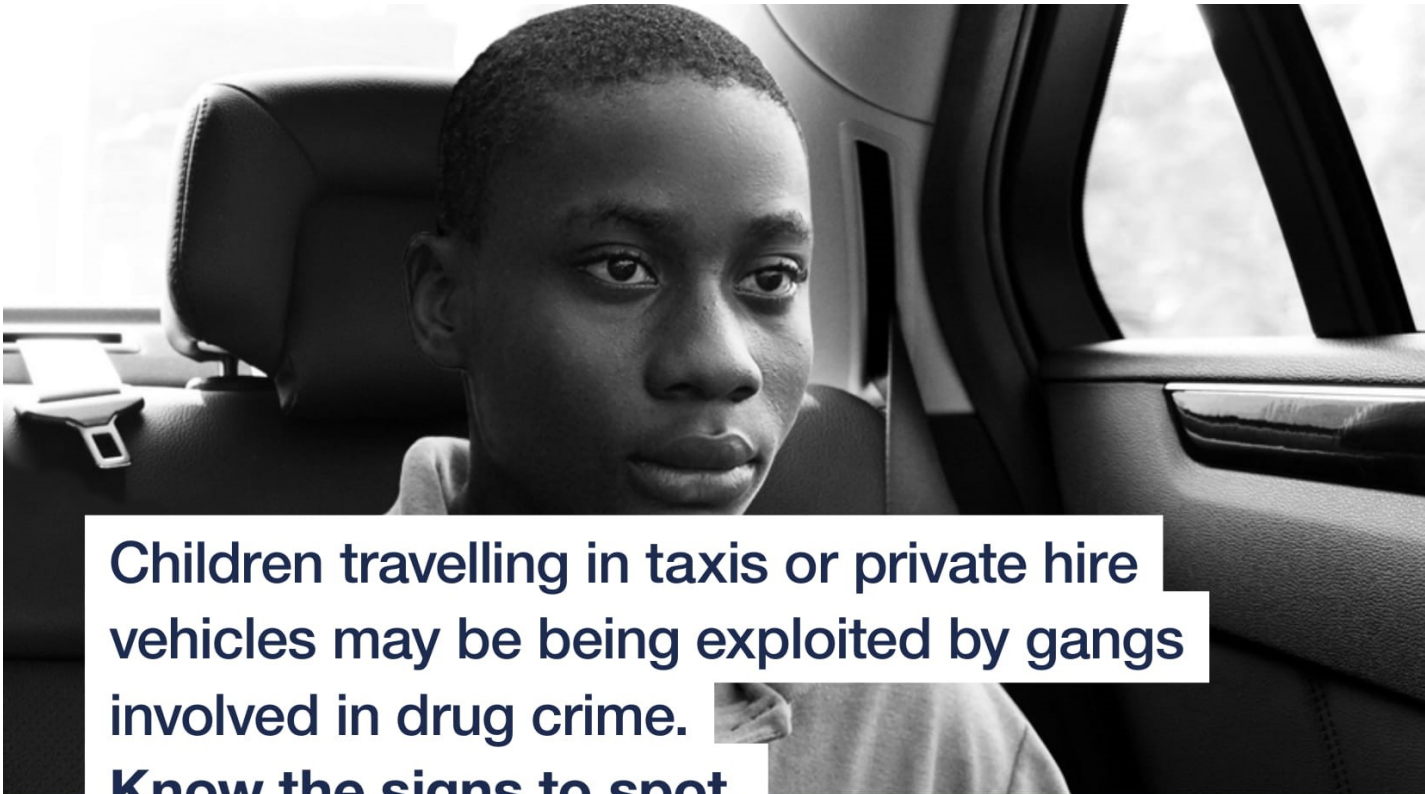
08447 254 333

servicedesk@dsfx.co.uk

CBC Licensing:

01242262626

licensing@cheltenham.gov.uk



Children travelling in taxis or private hire vehicles may be being exploited by gangs involved in drug crime. Know the signs to spot.

County lines gangs use children to courier drugs and money across the country. Many of these children travel by taxis or private hire vehicles.

Have you seen:



A child, sometimes as young as 12, travelling alone



Are they travelling during school hours or unusual hours (early in the morning, late at night)?



They might seem unfamiliar with the local area, or not have a local accent



Are they travelling a long distance?



Are they paying for these journeys in cash?

If you see something that doesn't feel right, or looks suspicious, concerning a child or young person you should report it to Crime Stoppers on 0800 555 111.

In short

- * Task and Finish Group on Taxi and Private Hire Vehicle Licensing Report
- * Open sessions
- * DBS Update Service
- * Inclusive Transport Strategy
- * A40 Bus Priority Scheme

Taxi and Private Hire Vehicle Licensing "Steps towards a safer and more robust system"

The Government has published the report of the Task and Finish Group on Taxi and Private Hire Vehicle Licensing.

The report sets out a number of recommendations for the Government to consider.

You can read the report on the Department for Transport's website: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/742470/taxi-and-phv-working-group-report.pdf

Open sessions

A reminder that we have changed the days when licence holders can see an officer. A licensing officer is available during the following days:

- **Monday: 13:00 - 16:00**
- **Wednesday: 13:00 - 16:00**

We are not able to see licence holder outside of these times unless by appointment.



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 a licence and it is instant so there are no delays in processing the application.

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

Inclusive Transport Strategy

In July, the Government published its Inclusive Transport Strategy including matters relating to taxi and private hire licensing.

A copy of the Government's strategy can be found at <https://www.gov.uk/government/publications/inclusive-transport-strategy>



A40 Bus Priority Scheme—Update

The work to create a new bus priority lane, running Westbound on the A40 Cheltenham from the Whittington Rd junction to Arle Court Roundabout is near completion. We are seeking confirmation from the county council on the use of the priority bus lane by taxis and private hire vehicles.

For more information here: <https://www.gloucestershire.gov.uk/roads-parking-and-rights-of-way/major-projects/arle-court-bus-priority/>

Cheltenham Transport Plan Phase 4 - Boots Corner Trial

The scheme design for the trial closure of Boots Corner has now been implemented.

Over the last few weeks, we have become aware that a number of licensed drivers have been issued with warning letters by Gloucestershire County Council.

The Boots Corner trial relies on Automatic Number Plate Recognition (AMPR) cameras to check if a vehicle is permitted to enter the restricted zone affected by the trial. Cheltenham Borough Council supplies Gloucestershire County Council with a weekly list of licensed private hire and hackney carriage vehicles. This list (white list) is uploaded by the county council to the AMPR system managed by them.

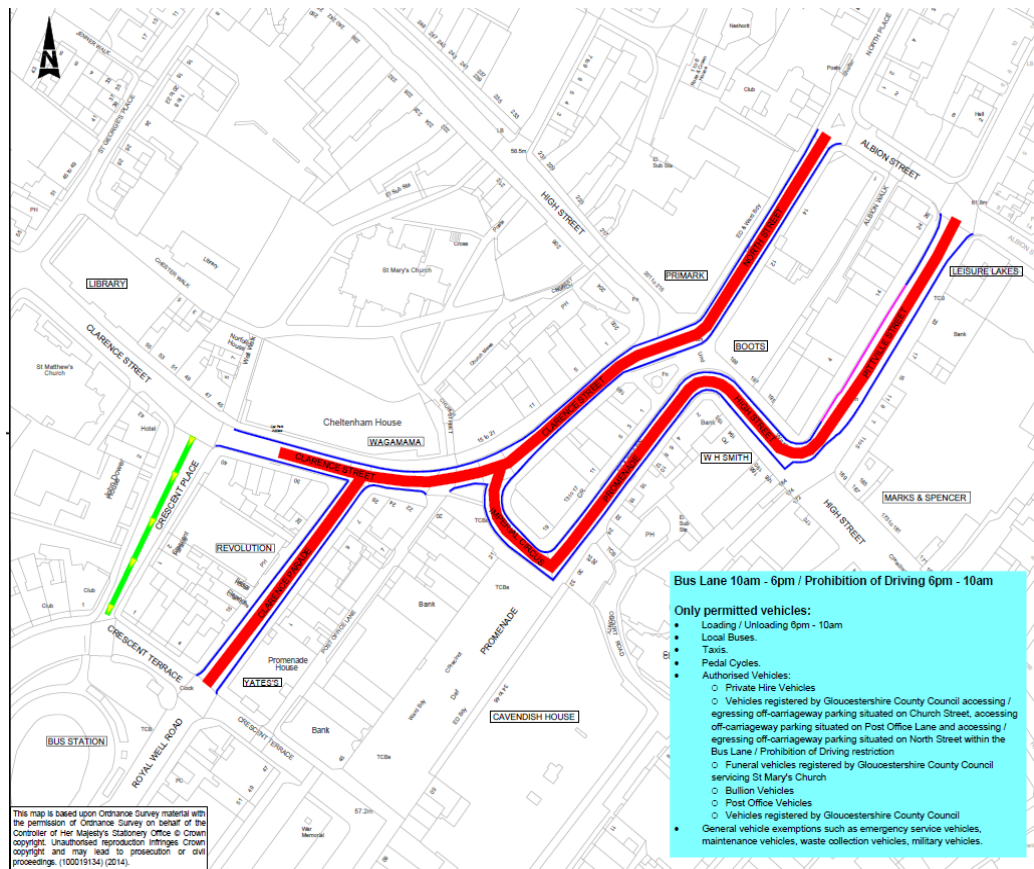
The AMPR system will automatically recognise the registration numbers of vehicles on the list we provide to the county council. We are aware that there was a technical issue with the system that erroneously issued letters to people on the white list.

Appeals and complaints

Any Cheltenham licensed hackney carriage of private hire vehicle that is issued with a warning letter or fixed penalty notice by the county council for entering the restricted area should contact the county council in the first instance.

The letter or fixed penalty notice will supply contact details or information on how to appeal the fixed penalty notice.

The county council will contact Cheltenham Borough Council in the event of a dispute or appeal to verify the licensing details of the vehicle in question.



More here: <https://www.gloucestershire.gov.uk/roads-parking-and-rights-of-way/major-projects/cheltenham-transport-plan/phase-4-boots-corner-trial/>

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.



/@cbclicensing

GDPR

In May there will be a change in data protection rules called the General Data Protection Regulation (GDPR). Under GDPR, we are required to obtain explicit consent in order for us to process your information for purposes other than those strictly associated with your licence.

If you would like to receive the trade times and other routine service news and updates, you need to give us consent to use your information for this purpose.

Go to: <https://www.cheltenham.gov.uk/>