



Wakefield Council Private Hire and Hackney Carriage Newsletter 30th April 2020

We would like to take this opportunity to thank you for your patience as we all try to adapt to new ways of working. We hope that you and your families are staying safe.

Our public office is closed but we're still busy renewing licences and answering your questions.



Many non-urgent queries can be managed online by sending an email and/or attaching the relevant completed form and supporting documents as detailed below to licensingoffice@wakefield.gov.uk this could save you time and will help us continue to support all of our customers.

If you have any sort of issue, we'd recommend, in the first instance, that you read the frequently asked questions below, to see if there's a solution there. If there isn't, contact us by email and a member of our team will reply. You can also leave us a voicemail but you may experience longer than usual wait times, before a member of staff gets back to you. But please bear in mind that staff are not all working normal office hours, we are trying to keep the IT systems free for key workers to use in peak times as much as we can so you may find you get responses outside of the normal 9am-5pm bracket.

Temporary application procedures, regularly used forms and documents can be downloaded by clicking on the link below.

<http://www.wakefield.gov.uk/business/licensing-and-trading>

All your applications will be dealt with by email.

After submitting your application a member of the Licensing Team may email you to ask you for more information to help process your application.

When your application has been accepted, you will receive an email with a payment reference number so you can pay for your application online.

Licences and cover letters explaining why you have not been issued with a new photo badge or vehicle plate will be emailed to you.

Licences and cover letters **MUST** be carried in the vehicle at all times. All relevant enforcement agencies have been made aware that badges/plates have been substituted with a letter.

Taxi retest period extended.

Following discussion with our Vehicle Testing Depot we have agreed to extend the period in which a vehicle can be presented for a retest at Newton Bar from 14 to 28 days. We hope this will allow for owners to conclude periods of self-isolation etc. before representing their vehicle to the depot. Additionally, we recognise the difficulty owners are experiencing obtaining spare parts at the moment and the additional time provided is also intended to account for such delays.

It remains a requirement of your licence that vehicles must pass the vehicle test before they can be relicensed and they must not be driven in an un-roadworthy condition under any circumstances.



Obtaining spares for your vehicle.

Many parts suppliers remain closed to the public. However, some suppliers continue to supply taxis and other commercial vehicles. Euro Car Parts are one such supplier and will provide parts to the trade on production of a taxi badge when parts are ordered. Please check their website: www.eurocarparts.com/wakefield

Similar services may be operated by other parts suppliers and we would encourage you to make your own enquiries with them.

Financial Support

As we enter another week of lockdown, we know that, unfortunately, more and more people are struggling financially. If you, or anyone you know, is finding it difficult to make ends meet, we'd like to remind you that helpful information is available [on our website](#). This covers many topics, such as paying your council tax, applying for

universal credit, obtaining mortgage support and what you can do if you are unable to pay your bills.

Our Step-Up team is on-hand to support residents who find themselves unemployed or furloughed with a range of advice. We can help the unemployed to access a range of employment opportunities across the district, help update CVs and suggest online training courses. They are available on 01924 303334 and details can be found on the [website](#).

We know as well that many businesses are experiencing financial pressures and information to help them can be found on the Wakefield First [website](#). Additionally, our dedicated team of account managers can assist businesses to access support with a range of issues such as staffing, financial pressures, supply chain challenges, training needs and additional funding. Their helpline number is: 01924 306630/305835



How do I renew my private hire/hackney carriage driver or vehicle licence?

Click on the link below and download the application form for the type of licence you want to renew and follow the instructions.

<http://www.wakefield.gov.uk/business/licensing-and-trading>

I have received my DBS certificate. What do I do now?

Click on the link below and follow the instructions on what to do when you get your DBS back, including registering with the update service, if you have not already done so.

My vehicle needs a test. Can I still get one?

The Council's Newton Bar Depot is still open for private hire/hackney carriage vehicle compliance tests. To help the Depot meet demand and ensure enough tests are available for everyone you will be offered the first available test. Tests will only be changed in extreme circumstances, so if you are only able to attend on a specific date or time, please state this in your email when you submit your application.

<http://www.wakefield.gov.uk/business/licensing-and-trading>

I am unable to get an MOT certificate. Can I still use my vehicle?

The Department for Transport have announced MOT certificates expiring after the 30th March 2020 will be extended by 6 months but you must keep your vehicle safe to drive during this period. We have updated our procedures to reflect these changes. For further information on the changes and your legal obligations as a driver click on the links below:

<https://www.gov.uk/guidance/coronavirus-covid-19-mots-for-cars-vans-and-motorcycles-due-from-30-march-2020>

<https://www.gov.uk/legal-obligations-drivers-riders>

My Grandfather rights are due to expire, can I have an extension?

All grandfather rights have been extended until 1st March 2021.

Can I cancel my hackney carriage/private hire insurance, if I am no longer working?

If you have stopped working due to the national emergency, we can suspend your licence but you must notify us by email, inform your operator you are no longer working and remove your plate and the plate number from the windscreen. If you have them, **LEAVE** Wakefield Council signage on the doors.

Can I use the vehicle for private use once I have told you I am not working and cancelled my insurance?

Yes you can, but you must contact your insurer and ensure the vehicle is covered for private use, for example social, domestic and pleasure purposes. Failure to do this makes the owner and driver liable to criminal prosecution.

What do I need to do if I want to start working again?

You must tell us when you want to start working again. To lift the suspension we will need to see your new certificate of insurance covering you for 'hire or reward' and evidence that you are working for an operator.

My vehicle has been in an accident. What do I need to do?

Accidents must be reported. Download the Accident report form from our website using the link below. Complete this and together with three photographs (2 of the damage and 1 of the plate) send to us by email. An Enforcement Officer will contact you and advise you further.

<http://www.wakefield.gov.uk/business/licensing-and-trading/taxis/vehicle-and-operator-licences>

My vehicle was involved in an accident and has been examined by an Enforcement Officer, who suspended it. How can I get back on the road?

Contact the Enforcement Officer who inspected your vehicle. They will either check the repair and lift the suspension or refer you to the Licensing Office to arrange a test at the Newton Bar Depot.

Are you accepting applications for new Private Hire/hackney carriage driver licences?

Applications for new drivers have been temporarily suspended due to the Covid -19 emergency. Our current priority is to ensure existing licence holders and businesses continue to operate, where possible. We will update our web pages when normal service resumes.

Can I get new door signage for my vehicle?

Currently we are unable to provide new door signage.

I want to licence a new vehicle. How can this be done?

We are currently not licensing or examining any new vehicles. Sorry you will have to wait until normal services resume.

I want to transfer a licensed vehicle to someone else. Can this still be done?

By submitting the relevant application form along with a copy of your vehicle insurance policy.

I am required to have a medical and my doctor can't see me. What shall I do?

We are aware that GP's have suspended all medicals so we will still issue you a licence with the agreement that once GP's resume that you will acquire a group 2 medical and submit it to us.

I am worried about Covid -19. What precautions should I be taking?

All drivers and operators should take reasonable precautions to stay safe by following government advice on social distancing and taking reasonable steps to clean and sanitise their vehicles after each journey. We encourage you to keep up to date with and follow the guidance set out by the Government, Public Health England and the Institute of Licensing. For more information click on the links below.

<https://www.instituteoflicensing.org/news/covid-19-licensing-issues-can-hackney-carriage-and-private-hire-drivers-refuse-to-carry-certain-passengers-through-fear-of-infection/>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

www.wakefield.gov.uk



wakefieldcouncil

Regeneration & Economic Growth

Wakefield Council Licensing

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