

Newsletter for Birmingham Licensed drivers and operators.

DRIVING FORWARD TOGETHER

issue no. 13
Aug 2015

Keeping in touch with the changes

COMMITTEE UPDATE:



Tinted Glass

The licensing and Public Protection Committee considered two reports at the April meeting which are of interest to drivers. The first related to tinted glass and recommended a change to the existing policy to allow vehicles with darker tints to be licensed without recourse to a hearing at a Licensing Sub Committee. Members agreed to allow vehicles with darker tints to be licensed providing the vehicle is presented in factory standard condition. Aftermarket tints, whether darker replacement glass or films etc. are still not acceptable. If a vehicle is presented for MOT testing, or to the Licensing Team which appears to have darker glass than would normally be the case for the make and model, it will be the responsibility of the driver to prove the glass is factory standard.

Alternative Means of Payment

Alternative means of payment were discussed at the same meeting. Members agreed to allow drivers offering alternative means of payment to cash, such

as credit cards, phone apps etc. to display notices in their vehicles to indicate the methods accepted.

No more than two signs are to be displayed inside a vehicle, fixed to the dash, or the rear of a front seat, or headrest. Signs should measure no more than 15cm by 15 cm and be provided by the payment company (this may be the company providing the app, or credit card terminal etc. and need not be the bank which ultimately conducts the transaction). Homemade signs will not be accepted.

Moratorium on Hackney Carriage Vehicle Licences.

Birmingham has just under 1,300 licensed hackney carriage vehicles using round the clock and part time ranks across the City and its suburbs. In addition there are approximately 4100 Birmingham Licensed Private Hire Vehicles operating within the City. In September 2010 the Licensing Committee confirmed the hackney carriage vehicle licence moratorium would continue. A further demand survey was [continued on page 4](#)

Enforcement Update

Apart from the routine matters of illegal plying for hire and cases where drivers have been caught driving without a valid insurance policy, the following are some examples of cases that were concluded in 2014/2015:

- A private hire driver pleaded guilty to refusing a booking from a disabled passenger because the passenger was accompanied by an assistance dog.
- A Private Hire Operator was found guilty of operating an unlicensed driver, failing to keep proper records and failing to produce records
- A private hire driver pleaded guilty to two fraud offences and three no insurance offences and was found guilty of two further fraud offences after repeatedly producing false insurance documents to the City Council and his operator. He was given a 24 week suspended prison sentence, ordered to do 250 hours unpaid work and disqualified from driving for two years.
- Three Private Hire drivers pleaded guilty to Plying for hire and no insurance and were disqualified for 6 months
- A private Hire Driver from Solihull who was using stolen operator door signs pleaded guilty to 17 offences of plying for hire and no insurance and was given 64 points and disqualified for two years.

The 2014 Christmas and New Year safety campaign contained several elements. It was combined with Birmingham's Purple Flag status to promote safe nights out and safe journeys home.

- Safety posters designed and displayed on the inbound and outbound High Definition screen on Broad Street on Thursday, Friday and Saturday nights from 20th November to 1st January
- Two complimentary radio adverts broadcast on Capital FM from 5th December to 2nd January
- Capital FM and Birmingham City Council website messages
- Posters displayed in 78 London Midland trains on cross city line
- Messages relayed by BCC on Facebook and Twitter
- Press release issued through Birmingham Newsroom
- Website banners displayed on Aston Villa FC and Birmingham City FC web pages
- News broadcasts on Radio WM and Heart FM
- Article in Birmingham Mail
- Poster published in What's On guide

The campaign also included stop check exercises over two weekends and a large scale yellow coating exercise over the weekend before Christmas. This focussed on Sutton Coldfield Town centre, Moseley as well as the high profile NTE areas of the City Centre. Licensing Enforcement Officers and Police officers were supported by VOSA and HMRC.

The enforcement activity consisted of plying for hire, vehicle stop checks, taxi touting prevention work and officers having a widespread high-profile presence on city streets.

During the year 24 stop check and high visibility enforcement exercises were conducted across the city in conjunction with officers from West Midlands Police. Officers from the Central Motorways Patrol Group frequently assisted our officers. These exercises targeted licensed drivers who were not wearing seat belts or who were committing other road traffic offences. Motorway patrol officers (and the Licensing service's own police officer) are approved vehicle inspectors who are authorised to inspect vehicles to determine their condition under the Road Traffic Act 1988.

The overall compliance rate during 2014/2015 for safety critical conditions when measured at roadside stop-checks was 81.6% for private hire vehicles (it was 78.7% in 2013/2014) and 85.4% for hackney carriage vehicles (it was 86.1% in 2013/14). This measure was introduced at the beginning of 2012/2013. The figures show an improved compliance rate for vehicles overall, which is attributed to regular and sustained high-profile enforcement stop checks.

- Please ensure that all your vehicle plates are correctly displayed.

- Also all Private Hire Drivers should wear their badge and all Hackney Carriage Drivers should display theirs.
- There is no excuse for bald tyres/defective bulbs etc.

Licensed drivers are also reminded that Birmingham City Council has a Code of Conduct which requires drivers to be courteous and professional at all times. We have had complaints concerning drivers taking phone calls while they have passengers on board. Even if you have a hands-free, this is not good customer service.

66 Drivers were prosecuted for Plying for hire.

The number of licensed operators fluctuated throughout the course of the year but at the end of March 2015 the number was 81 (compared to 84 in 2013/2014).

During the operational year 2014/2015, 75 licensed private hire operator inspections were conducted. At inspection, the most common failing was the requirement to keep copies of up to date insurance certificates for drivers.



Section 167 of the Criminal Justice and Public Order Act 1994

The Licensing Service is continuing to receive representations from the Police and the general public as well as individuals in the hackney carriage and private hire trades regarding 'touting' at various locations and venues around the City.

Firstly it is important to distinguish between the everyday usage of the term "touting", where what is really meant is illegal plying for hire, and the criminal offence which has a narrower and more specific meaning and the essential difference is that, whilst illegally plying for hire is reactive, touting is proactive.

The offence of touting consists of soliciting persons to hire vehicles to carry them as passengers and the legislation was designed to tackle the behaviour of individuals and drivers approaching, or verbally

soliciting people on the street particularly outside transport hubs and busy entertainment venues. It can apply to the drivers of licensed and unlicensed vehicles, taxi and private hire marshals and any individuals involved in soliciting a person(s) to hire a vehicle.

In addition to constituting an offence touting, which is an **arrestable offence**, it also represents real risks to the safety of the travelling public and undermines the all the public safety messages promoted by Birmingham City Council.

Operators: Should you choose to employ marshals to assist your customers we would strongly recommend that you clearly define your marshals' duties in a written document stating what they **can and cannot do**, and ask your marshal(s) to sign and date the document to confirm they fully understand those duties. We would also recommend that any marshals deployed have good communication skills, a good knowledge of relevant law and an awareness of conflict management.

Finally we ask that you ensure that any person deployed as a taxi/private hire marshal be advised that a person found guilty of an offence of touting under the above legislation upon conviction can be liable on summary conviction to a fine of up to £2500.

The Licensing Service is aware that Private Hire Operators have contracts / free-phones at venues but we must draw your attention to private hire driver's conditions of licence, Condition (29) which states: You must not park in such a position or location to be in the vicinity of premises such as bars, restaurants, takeaways, public houses, clubs, hotels, casinos gaming and amusement arcades, which could give the appearance of being available for hire unless you have been allocated a booking by your operator.

The Licensing Service and Police undertake test purchase exercises across the City. We will continue to monitor Licensed Premises and venues that have been highlighted as using marshals in the interest of public safety.

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completed in 2014 and reported to Licensing and Public Protection Committee.

Historically licensing authorities had unrestricted powers to limit the number of hackney carriage vehicles they could licence. The introduction of the Transport Act 1985 principally removed this power; section 16 of the Act provides that the grant of a taxi licence may be refused for the purpose of limiting the number of hackney carriage vehicles on the basis that:

‘if, but only if, the local licensing authority is satisfied that there is no significant demands for the services of Hackney Carriages, within the area to which the licence would apply, which is unmet’.

The consultants appointed to undertake the recent survey, CTS Traffic & Transportation Ltd, carried out a thorough survey and produced a full and detailed report in July 2014 which can be found at <http://bit.ly/BCCdemandsurvey2014>

The survey concluded there is no overt unmet demand for taxis in Birmingham. In September 2014 the Licensing and Public Protection Committee resolved that the moratorium on the issue of any new hackney carriage vehicle licences continues for up to 3 years, subject to a further survey to establish demand within that period.

Antisocial Behaviour

Licensing often receive complaints about thoughtless and anti-social actions by drivers, two of which are worth bringing to the attention of the wider trade.

The first relates to reports of licensed drivers urinating in the entrance to the Jewish Cemetery, this is an unpleasant and disrespectful practice and a number of complaints have been received from Synagogue authorities and local people who have witnessed this happening. Whatever the location this would be unacceptable behaviour, but this shows a particular lack of sensitivity and the practice should stop immediately.

The second relates to the surprisingly frequent incidences of licensed vehicles being parked and left unattended in a location likely to cause problems for other drivers and members of the public. Licensing Officers regularly receive calls from people unable to access their business premises, or even to leave their own driveways at home because of inconsiderately parked hackney carriage or private hire vehicles.

A lot of officer time is wasted ringing mobile numbers, home numbers and operator numbers, to find a driver just to request a vehicle be moved, time which could have been saved if a little more consideration was given to other road users. Please think about where you are parking your vehicle and in particular do not block access to businesses or domestic premises.

Drivers Beware!

We love our city and we are proud of our city however litter is blighting Birmingham. You need to know that the Council is taking a zero tolerance approach to people who cause litter. Taxi and Private hire drivers have been identified as a significant contributor to litter on our streets. Examples include car parks and side streets littered with take away cartons, bottles, and general rubbish from drivers eating meals in their cars; drivers cleaning their cars on the public highway and leaving the rubbish on/near the kerb.

This is not acceptable and litter patrols are being stepped up in known hotspot areas to address this. Please take your litter and that of your passengers home with you. Do not risk an **£80 Fixed Penalty Notice** which, if unpaid, will result in a prosecution with possible **penalties in the region of £275 to £475**. A criminal conviction would be reported to Licensing Sub Committee which could impact on your licence. Please, it is not worth it - you have been warned!

Child sexual exploitation campaign takes to the roads and airwaves

A campaign to raise awareness of child sexual exploitation (CSE) took to the roads and the airwaves on January 5th.

The regional See Me, Hear Me campaign featured on buses travelling across the West Midlands as well as on radio to raise the profile of this abuse crime and help keep children safe.

Featuring the message **‘Memories last a lifetime... Everyone has memories of their first love, but for some they won’t be happy ones’**, it aims to highlight the horrific crime and its lifelong impact on victims.

You are urged to look at the campaign website www.seeme-hearme.org.uk for information on how to spot the warning signs of CSE and what to do if you are concerned about a child or young person.

The site also features educational films to raise awareness of CSE, along with campaign posters for individuals and organisations to download and display.

The campaign was launched in June 2014 by Dudley, Wolverhampton, Sandwell, Walsall, Coventry, Birmingham and Solihull Councils, along with West Midlands Police and other partners, to raise awareness of child sexual exploitation.

CSE is a crime that can affect any child, anytime, regardless of their social or ethnic background. It is child abuse and involves perpetrators grooming their victims in various ways, such as in person, via mobiles or online, to gain their trust before emotionally and sexually abusing them.

It can take place in many forms, whether through a seemingly consensual relationship, or a young person being forced to have sex in return for some kind of payment, such as drugs, money, gifts or even protection and affection.

Birmingham City Council Comment:

There are a number of warning signs people may spot in a child or young person’s behaviour that may indicate something is wrong. These include having friends who are older, persistently going missing, secretive relationships with unknown adults, truancy from school, chronic fatigue, constant calls on a mobile phone and the possession of money or new things.

Stephen Rimmer, West Midlands lead for tackling CSE, said:

“Sexual exploitation of children and young people thrives on ignorance, manipulation and vulnerability. No one in the West Midlands should suffer this crime, and the bullies, abusers and perpetrators need to be held to account.

“This campaign will help ensure that we all understand the threat – right here right now – and what to do about it when we see it.”

➤ **Anyone who is concerned about the safety of a child should call West Midlands Police on 101, speak in confidence to Barnardo’s on 0121 359 5333 or in an emergency call 999.**

➤ **ChildLine also has counsellors available online at www.childline.org.uk**

➤ **People can find out more information about child sexual exploitation at www.seeme-hearme.org.uk**

The Equalities Act 2010

Carrying Assistance Dogs in Taxi and Private Hire Vehicles

People who are visually impaired rely on taxis, buses and trains to visit places to which they cannot walk. The Guide Dogs for the Blind Association (Guide Dogs) aims to enhance the mobility, independence and quality of life for blind and partially sighted people by providing guide dogs and other mobility services to ensure they have the same freedom of movement as everyone else. Guide dogs are working animals, not pets, they receive up to two years of intensive training and owners are also given training, including how to maintain the extremely high standards of grooming which the dogs require.

Guide dogs are trained to sit at their owner's feet when travelling, not to bother other people or climb on seats. Taxis are a vital link in the accessible transport chain and it is important people using guide and other registered assistance dogs have confidence they can hire or book a taxi which will carry them and their dog at no extra charge.



Here are some tips to help drivers assist visually impaired passengers:

- Drivers should speak to the person, not the dog, and should introduce themselves.
- Drivers should ask what assistance is needed before making assumptions as to what might be required.
- When picking up from a building, drivers should knock on the door, or enter the premises, to announce their arrival.
- If a blind or partially sighted person asks to be guided to a taxi, drivers should stand by the person's side and allow them to take hold of their arm/elbow to guide the person along. Do not take hold of them and drag or push them in a particular direction.
- Drivers should remember to tell the passenger where they are going and what obstacles or hazards they are approaching, such as doors opening towards, steps, kerbs or slopes. This will help prevent accident and injury. On arrival at the taxi, drivers should inform the passenger of the type of vehicle and which direction it is facing.
- If drivers are guiding a passenger with a guide dog, they should not take hold of the dog's lead or harness or interfere, as this may confuse the guide dog.
- Once inside the vehicle, drivers should offer to help the passenger with the seat belt, and not set off until the passenger is seated and secure.
- Drivers should ask the passenger where they would prefer their dog to be. In purpose built taxis the dog will travel in the passenger cabin with the owner. In saloon cars guide dogs are trained to lie in the front or rear passenger foot well, between the feet of their owner. If air bags are fitted it is essential guide dogs carried in the front foot are lying down at all times. If the front foot well is not large enough to accommodate the dog, the guide dog owner should be advised to travel in the rear of the vehicle, with the dog in the foot well behind the front passenger seat. The front passenger seat should be pushed forward to make space for the dog. In an estate car, the dog may travel in the boot space if this is agreeable to its owner.

- Upon arrival at the passenger's destination, the driver should inform the passenger they have arrived, offer to assist the passenger to exit the vehicle and guide them to a safe location before leaving.
- Drivers should clearly inform the passenger of the fare or meter reading. When giving change, it is important to count out coins and notes into the passenger's hand.

The Equality Act 2010 gives disabled people right of access to services on non-discriminatory terms. The use of taxis by disabled people is covered under Part 12 of the Equality Act which requires the drivers of licensed taxis, and private hire vehicles to carry without additional cost, any guide dog, or other registered assistance dog, travelling with a disabled person. Failure to comply with the requirement can result in prosecution and on conviction, a fine of up to £1000.

Drivers should not refuse to take a blind or partially sighted person travelling with a guide dog, unless the driver has a medical exemption certificate from the appropriate licensing authority.

The issue of religion regularly arises, but guide dog and assistance dog owners should not be refused access to taxis on religious grounds. This is a sensitive issue and the Disability Rights Commission has worked with various religious groups including the Muslim Sharia Council to resolve problems which have arisen. Their guidance issued in 2002 confirmed that trained assistance dogs may accompany disabled people in taxis and private hire vehicles managed or driven by Muslims, this guidance helps to clarify religious law and prevent any possible conflict with secular law.

We hope that this article has provided you with some useful information, if you would like to find out more about the Guide Dog Service please visit: www.guidedogs.org.uk

The Sense Awards

The Sense Awards celebrate the achievements of people who are deafblind or have sensory impairments and those who support them. Thanks to the excellent service provided by their driver Craig Winwood, Star Cars were runners up in the 'Good Service Award' category, losing out to Procter & Gamble. On their website, Sense say: "Through small acts of goodwill Star Cars have gone the extra mile for a deafblind individual – their supportive and understanding service has enhanced the deafblind person's confidence and therefore independence."

Well done Craig.
Do you have any other examples of great customer service or achievement?
We would love to hear about them

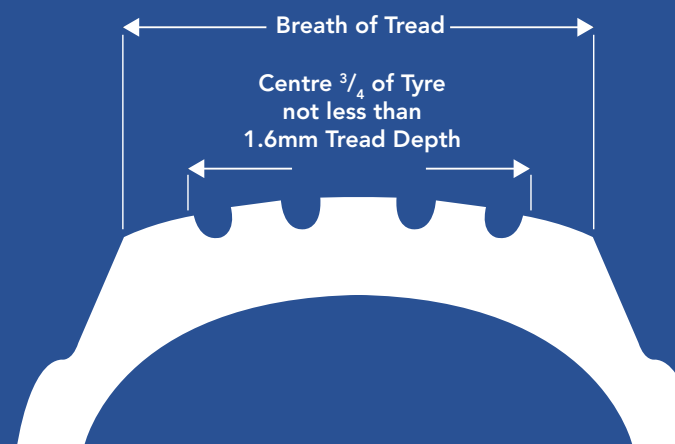
Dropping off and Picking Up Passengers

Drivers are requested to make use of the designated drop off/pick up area when servicing the markets. Vehicles stopping on Upper Dean Street and adjacent to St Martin's Church to pick up or drop off passengers are contributing to congestion, especially at busy times of day. When possible please use the area marked in red on the map below.



Designated Pick up Point for Taxis and Private Hire Customers using Bull Ring Market.

ARE YOUR TYRES LEGAL?



Most car tyres have tread wear indicators, these are small ribs across the main tread grooves, and when the tread surface becomes level with these ribs **the tyre is at the legal limit and must be replaced.**

Check your tyres on a regular basis and consider purchasing your own tyre gauge.

Check the tread over the entire surface of the tyre, as there may be uneven wear.

We do not recommend the purchasing of part-worn tyres.

SNOW TYRES: In normal driving conditions snow tyres will degrade MUCH faster than regular tyres. They are only suitable for use in snow conditions.



HORN BLOWING

Road Traffic Act 1988
Road Vehicles (Construction and Use) Regulations 1986

THE LAW SAYS: You must not sound your horn unless in an emergency situation to let other road users or pedestrians know that you are there. This requirement does not just relate to the residential areas outside the City Centre but EVERYWHERE. This is a particular problem in residential areas within the City Centre and located close to the entertainment quarters.

ROAD SAFETY

Take Extra Care When Overtaking Cyclists

The Department is receiving an increasing number of complaints from cyclist using our busy roads and drivers of all types need to take more care when around them. The reports received highlight the vulnerability of cyclists and the issues they encounter every day.

The Highway Code advises motorists when they overtake cyclists to leave **"at least as much room as you would when overtaking a car"**.

If you fail to leave cyclist sufficient room, you reduce the safety margin a cyclist needs to deal with any obstacles in the road, such as parked vehicles, drain covers and potholes, as well as the margin for errors in their own judgements.



CARRY OUT REGULAR VEHICLE CHECKS

- **Battery** – the most common cause of breakdowns. A battery more than five years old may struggle in the cold - get it checked and replaced if necessary to avoid the inconvenience of an unplanned failure.
- **Lights** – check and clean all lights regularly to make sure you can see and be seen clearly.
- **Carry a supply of spare bulbs.**
- **Tyres**- check for tread depth, uneven wear, bulges and correct inflation
- **In colder weather - antifreeze** – check coolant level regularly and, if required, top-up with a mixture of the correct type of antifreeze. Your garage should check concentration to ensure adequate cold temperature protection.
- **Check pressures** at least every fortnight.
- **Windscreens** – reduce dazzle from the sun by keeping the screen clean inside and out.
- **Replace worn wiper blades.**
- **Screen wash** – keep it topped up.

VEHICLE STANDARDS.

Is your vehicle in good condition?

We have carried out exercises to establish the condition of vehicles on the road.

In some cases, worrying faults and failures have been identified. The Licensing Service will be carrying out further vehicle inspections, in conjunction with colleagues from VOSA and West Midlands Police. This could lead to suspension, revocation or even prosecution.

Make sure your vehicle is compliant. Don't just rely on your MOT.

SPOTLIGHT ON CONDITIONS:

Private Hire Vehicle Condition 20:

The Private Hire Vehicle must display the drivers call sign **issued by the Private Hire Operator**, in a prominent position in the **front and rear windscreens** of the vehicle

Private Hire Operators Condition 33

You must issue **every Private Hire Driver operated by you** with the following signs, which they must display upon their Private Hire Vehicle, namely:

- 2 operator identification door signs
- 2 call sign stickers

Private Hire Operators Condition 34

Your operator Identification Door Signs must incorporate the following information:

- The current trading name of your operation (as specified on your licence)
- A current telephone number of your operation
- The current call sign of the driver/vehicle**
- The phrase "BE BOOKED BE INSURED"

All letters, numbers and/or characters used in the trading name of your operation and the phrase "BE BOOKED, BE INSURED" must all be the same size and a minimum of 30 millimetres. The signs must be made using a weatherproof material.

Private Hire Drivers Condition 29

You must not park in such a position or location to be in the vicinity of premises such as bars, restaurants, takeaways, public houses, clubs, hotels, casino's, gaming and amusement arcades, which could give the appearance of being available for hire unless you have been allocated a booking by your operator.

NOTE: - THIS CONDITION STILL APPLIES EVEN IF YOUR OPERATOR HAS A 'CONTRACT' WITH THE PREMISES.

Private Hire Drivers –Condition 2

If you are cautioned or convicted for any offence or you receive an endorsement for a motoring offence, including an endorseable fixed penalty, you must report the details, in writing, to the Licensing Office within 7 days. In the case of a motoring endorsement you do not need to wait for your licence to be returned from the DVLA.

NOTE: YOU STILL HAVE TO DECLARE ALL CONVICTIONS / CAUTIONS ETC ON RENEWAL – IRRESPECTIVE OF WHETHER YOU HAVE DECLARED THEM TO US DURING THE TERM OF YOUR LICENCE.

Fly Posting – It's illegal and very costly!!!!

You will have no doubt seen the numerous adverts placed all over the City advertising a number of private hire operators. The placement of advertisements on street furniture, utility boxes and void properties may have a benefit for the individual operator but it adversely affects not only the appearance of the City but its finances and resources.

Keeping the City clean, which includes removing this illegal signage is extremely expensive and resource intensive. It can cost in excess of £35 to remove a placard and £55 for one sticker!

It is illegal to put up adverts without the appropriate approval. Any individual or company deriving a benefit from such an advert could be prosecuted and upon conviction fined up to £2500 for every sign, sticker or placard.

In addition, the City Council can take civil proceedings to recover the cost of removing such advertisements. One operator has recently paid £5000 for the removal of his stickers from the street furniture.

Regulation and Enforcement will be considering taking action against those that offend this legislation through the Courts as well as referral to Committee to have their licence suspended or revoked.

Please take steps to avoid the need for enforcement action. Arrange for the safe and complete removal of any such advertisements currently in place and take appropriate action to ensure your signage is not displayed illegally in the future.

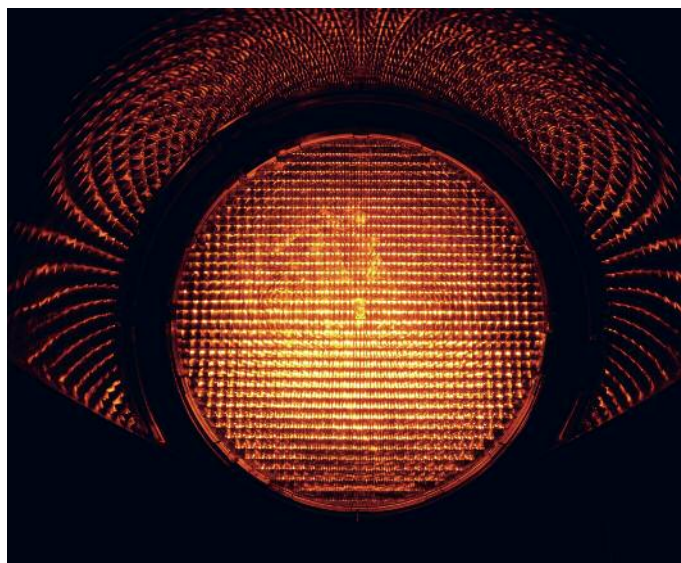
Gateway/New Street Station

The current taxi arrangements will be kept in place until September 2015, certain minor changes will be required in the Navigation Street/Stephenson Street West area to accommodate the Metro Tram Extension works into Stephenson Street West.



Amber Lights

Amber traffic signals, whether at a junction or on a pedestrian crossing mean stop unless it is unsafe to do so. An incident was reported to us where a licensed driver waiting at a pedestrian crossing started off as soon as the lights turned to amber, causing a woman crossing to have to jump out of his way to avoid being hit. This is not acceptable behaviour and aside from any action taken by police in respect of such an incident, a driver reported for this kind of behaviour could be called before a Licensing Sub-Committee, the Sub-Committee has the power to suspend, or revoke a licence.



Smoking in Licensed Vehicles



In addition to being unpleasant for your customers it is still against the law for anyone (including yourself) to smoke in a licensed hackney carriage or private hire vehicle **at any time**. Your vehicle is classed as a work vehicle and no one should smoke in it **at any time**, even if you are 'off duty'.

The law **does not** allow you to smoke in your vehicle even if the cigarette is held out of an open window/door or the windows/doors are all open. At least one no-smoking sign must be displayed in your vehicle by law so it can be seen by those in your vehicle. You may find it helpful to have more than one sign to remind your customers not to smoke and have a sign to point to if you need to prevent someone smoking as they get into your vehicle or whist inside it.

You could be served with a £50 Fixed penalty notice should you be found smoking in your vehicle.

If you are designated as self-employed then you have a further responsibility to ensure you prevent smoking in your work vehicle which carries a maximum fine of up to £2,500 plus and a criminal record.

If you want to avoid being tempted to smoke in your taxi or want more money in your pocket, stopping smoking may help. Birmingham's Stop Smoking Service 'Call to Quit' can help you achieve this.



Crystal Court Telephones:

If you are calling our offices please be aware: If all lines are busy, a recorded message will play indicating that lines are EITHER busy OR the office is closed. The system does not allow for us to have a different message to be played outside office hours. This can lead to confusion. The telephones are staffed by officers between the following times:

Monday-Thursday: 08.45 -17.15
Friday 08.45 -16.15. If you are calling between these times and hear the recorded message, please call back.

Updating your details:

Do we have your up to date telephone number /email address /postal address?

Please ensure you notify us of any changes to your contact details. This will help us get in touch if there is a problem with your appointment or if we become aware of a problem with your vehicle.

If you change your address at any time you must inform the Licensing Office, in writing, within **7 days**.

In the future we hope to be able to deal with more transactions electronically. Please help us to prepare for this by providing us with your email address.

MISSED APPOINTMENTS

If you cannot make your appointment – PLEASE make sure you let us know and rebook. If you let us know, we will be able to use your appointment slot for another person.

Dealing with 'fit-ins' and 'no-shows' is inefficient and affects our service delivery.

We cannot guarantee to be able to process your licence if you do not have an appointment. Your licence expiry date is printed on your licence, as well as on your badge /plate.

It is your responsibility to ensure you are able to renew on time.

WE HAVE AUTHORISED 10 GARAGES THAT CAN UNDERTAKE MOT'S FOR HACKNEY CARRIAGE AND PRIVATE HIRE.

SWIFT REPAIRS

425-429 Coventry Road
Small Heath
Birmingham
B10 0TH
0121 773 0552

DRYDEN CITROEN

Unit 1 & 2/1622 Bristol Road
South
Rednal
Birmingham
B45 9TY
0121 624 6060

MERCEDES SPARES LTD

180-182 Stratford Road
Sparkbrook
Birmingham
B11 1AQ
0121 772 8282

HADEN BIRMINGHAM

454-460 Moseley Road
Moseley
Birmingham
B12 9AN
0121 440 4411

ROOPYAL UNICORN MOT CENTRE

Unit 3
Birch Road
Witton
Birmingham
B6 7DD
0121 328 7768

ASTON CROSS ACCIDENT REPAIR CENTRE

UNIT 2
Chelsea Trading Estate
Rocky Lane
Aston
Birmingham
B7 5EP
0121 687 2222

LODGE TYRE COMPANY

25-29 Lord Street
Waterlinks
Birmingham
B7 4DE
0121 359 6556

AUTOMOTO

Expressway Industrial Estate
Bracebridge Street
Birmingham
B6 4NE
0121 333 7770

CENTRAL ENGLAND MUNICIPAL LIMITED

T/A M6 Commercial
Premier Street
Nechells
Birmingham
B7 5TQ
0121 326 6363

SAKI'S AUTO CENTRE

Unit 2b
Cole River Park
Warwick Road
Birmingham
B11 2QX
0121 773 7786
07779622118

Private Hire applies to variety of vehicles ranging from four door saloon vehicles to people carriers. People carriers (MPV), can be **any colour except BLACK** if you have any questions regarding what vehicle can be used for Private Hire, please call The Licensing Office on 0121 303 8442.

The following vehicles can be licensed as Hackney Carriage:

London Style cabs (can be any colour).
Mercedes Eurocab, Peugeot Euro 7, Fiat Eurocab
(These must be **BLACK** and cannot be any other colour).

Any vehicle that has been specially adapted to be licensed for Hackney Carriage must have the full M1 vehicle adaption certificate to the European whole vehicle type approval. The applicant must be able to produce an **M1 certificate** for the vehicle.

Contact Us:

Visit: www.birmingham.gov.uk/licensing

Email: licensing@birmingham.gov.uk

Tweet: @BCCLicensing

In the next issue:

Licence fees
Licensing Service relocation
Channel shift
DBS Checks
Enforcement update
Spotlight on Conditions
The Deregulation Act 2015