

# *Tendring District Council*

## *Taxi News*

*May 2022*

### **Clacton Town Centre Road Closure and Relocation of Rank**

Some drivers may be aware that Clacton are hosting the Tour Series on Thursday 19th May 2022. As a result of this event, there will be several road closures and diversions in place from 0700 hours until 2300 hours on the day, these are listed below for your information.

As one of the roads closed is where the rank is located in Station Road, it has been agreed with the North Essex Parking Partnership that a temporary rank will be provided for taxis along the High Street. They will be suspending the first few parking bays and a sign will be put up advising that it is a taxi rank for the day.

If you have any queries regarding the relocation of the temporary rank or the event itself could you please direct these via email to [events@tendringdc.gov.uk](mailto:events@tendringdc.gov.uk) and a member of their team will answer you as soon as possible.

#### **Road Closures:**

- Marine Parade East between junction of Beach Road and Anglefield (West of the Zebra crossing)
- Rosemary Crescent junction Beach Road
- Pallister Road junction Beach Road and junction with Station Road ( again a one street away from the route but thought somebody might attempt to get out that end as all other exit roads will be closed.
- Beach Road junction Rosemary Road
- Rosemary Road east side of the cross road of Beach Road.
- Orwell Road junction Rosemary Road
- Colne Road junction Rosemary Road
- Station Road between junction for High Street & Rosemary Road
- Rosemary Road junction Station Road - south side of the forked junction
- Pier Avenue Junction Jackson Road
- West Avenue just before junction with Jackson Road
- Agate Road junction West Avenue
- Marine Parade West between junction with Agate Road and Pier Avenue/Pier Gap

**Diversion Routes:**

- Carnarvon Road from junction with Marine Parade East to and from junction with Wellesley Road
- Wellesley Road from and to junction with Pier Avenue
- Pier Avenue from and to junction with Rosemary Road West
- Rosemary Road West to and from junction with Ellis Road
- Ellis Road from and to Junction with Tower Road
- Tower Road from and to Marine Parade West.

**Driver Applications – Online HMRC Tax Code**

From 4 April 2022 Local Authorities are now required to carry out extra checks for those who apply for a licence.

Individuals, companies and any type of partnership must complete a HMRC tax check and give their licensing authority a tax check code. We are then required to use the tax check code to confirm that the tax check has taken place before your application can be finalised.

When you submit your application you can use the following link and follow the online instructions to complete the tax check

<https://www.gov.uk/guidance/complete-a-tax-check-for-a-taxi-private-hire-or-scrap-metal-licence>

**End of Part Payments for Vehicle Applications**

I take this opportunity to inform you that the temporary agreement to receive part payment for vehicle renewal applications will be ending on 31 May 2022. Therefore, from 1 June 2022 all renewal applications must be submitted with the full £334 fee and supporting documents.

**Address History on Disclosure and Barring Forms (DBS)**

It has come to our attention recently that we are receiving numerous forms back from the DBS, as applicants have not completed their 5-year address history correctly. Can we please remind you that all addresses must be included and there are no breaks between addresses. Please also remember to include any addresses that you have listed on previous applications.

The DBS have informed the Licensing Office that any forms that are submitted with this information will have their application withdrawn. Therefore, you will be required to submit a new form together with a further £40 and your licence may be suspended until the DBS check has been completed.

## **Protecting yourself and Others – Good Safeguarding Practice**

We have been informed that there have been some new sections to the SET Safeguarding Adults Guidelines and we have been asked to pass a few points onto our drivers advising what you can do to ensure the safety of yourselves and your passengers. They are as follows:

- Check at the point of booking if there are any vulnerability issues. This will allow you to prepare for the journey in the right way.
- Ask the person booking if an escort for the vulnerable passenger is required and if they are providing one.
- Let your control know (or keep a record) of the time you picked up the vulnerable passenger, the time and place you dropped them off and whether there was any incident or anything significant on the journey. If you refuse to take a passenger inform someone that you can't take them so they can deal with the person another way (e.g. hospital staff; family; security staff if a club/pub).
- Record incidents.
- Be professional – try not to be over-friendly or talk about personal or intimate issues, don't exchange personal contact information such as passenger's telephone numbers or Facebook address. Avoid swearing or aggressive behaviour.
- Never accept an offer of a sexual favour instead of payment.
- Wear your drivers badge issued to you by the Council in a position that is visible to your passengers.
- Explain to passengers if using a centralised locking system – don't just put it on without explanation.
- Don't assume that your passenger wants help – always ask.
- Never follow a passenger into the house.
- Ask before making a journey shorter by going off the main roads/using isolated country roads, explain and give the passenger (or person booking) a choice of route.
- Never set off with a passenger without a specific destination address.
- Never double up on a booking – even if passengers are travelling in a similar direction, they may pose a threat or risk to the other passenger.
- If you think the passenger is afraid, offer to ring the booking office to tell them you have a passenger named XXXX with you and give the address and approximate time of arrival; this reassures the person that they are safe and someone is monitoring the trip.
- As with all professions if you are concerned about another driver's conduct, report your concerns to your operator or the relevant agency.
- Organisations should have a lead member of staff for safeguarding, this person should be able to advise colleagues about how to manage vulnerable passengers and any incidents arising.
- Always keep a record, either in your cab or at your booking office of any incidents or situations you were not happy with – the record should include a description of what happened and what you did to keep yourself and your passenger safe.

## **Applications/Documents/Payments**

Applications should be submitted via e-mail (licensingsection@tendringdc.gov.uk or taxi@tendringdc.gov.uk) payments can be made over the telephone using either a credit or debit card.

Please ensure that the email document is no larger than 25mb as these are unable to pass the Council's email security system.

For drivers who still wish to post their applications/documents please ensure that these are sent via Royal Mail to the Town Hall address and not through the post boxes located at Pier Avenue or the Town Hall as this will result in a delay of the team receiving your documents and unnecessary reminder letters being sent. All post received through Royal Mail is scanned to the team by TDC in order to reduce delay. Any paperwork you are waiting for will then be sent to you as soon as practicable and any delays should be minimal.

## **How to pay fees**

Please ensure that you either pay online using the TDC website, or phone the office on 01255 68 6565 to pay. You will need your invoice number for both methods of payment.

If you are unable to pay by credit/debit card then cheques can still be posted to the Licensing Team via Royal Mail. Please note that cheques are taking approximately 4 weeks to be processed.

Please be aware that Tendring District Council Licensing Office are no longer able to accept cash payments, we are however still able to accept cheques, postal orders and credit/debit card payments.



## DID YOU KNOW?

*The police want taxi drivers to tell them about any suspicious activity they may see.*

## Child Exploitation (CE) - What can taxi drivers do?

*CE includes sexual and criminal exploitation and can affect any child, anytime, anywhere and from any background.*

*Taxi drivers play a vital role in spotting signs of exploitation as children being sexually and criminally exploited are sometimes transported in taxis.*

*Suspicious activity to look for:*

- *Young people being collected and taken to hotels, B&Bs or parties, especially at odd times.*
- *Taking young people to A&E who are not in the presence of parents.*
- *Young people having their fares paid by adults not in the taxi.*
- *Frequent suspicious activity in the same place.*
- *Lone young people from outside the area.*
- *Young people having large amounts of money and/or carrying packages.*
- *Young people travelling during school hours or unusual hours (e.g. late in the evening).*
- *Young people receiving lots of texts or phone calls.*



The Tendring Community Safety Partnership



## DID YOU KNOW?

*Reporting suspicious activity could save a child from abuse. Report what you see to the police.*

## Child Exploitation (CE) - What can taxi drivers do?

- *Make notes about the information you know.*
- *Call 101 or Crimestoppers (0800 555111) anonymously to report your concerns about possible sexual or criminal exploitation.*
- *If you are concerned about the immediate safety or welfare of a child or vulnerable person, or if a crime is being committed, report it to the Police - ring 999.*

*Information to share:*

- *Names*
- *Locations and addresses of concern*
- *Descriptions of people*
- *Car registration plates, makes and models of vehicles.*

*Visit [www.esccb.co.uk/exploitation](http://www.esccb.co.uk/exploitation) and follow @ESCBSafeguards on Facebook and @EssexSafeguards on Twitter*