



Walsall
Council

LICENSING NEWSLETTER

Welcome to the Licensing Newsletter Volume 2023/12

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CONTACT INFORMATION: PLEASE MAKE SURE WE HAVE YOUR UP TO DATE EMAIL ADDRESS AND MOBILE TELEPHONE NUMBER IF WE DON'T YOU MAY NOT RECEIVE ANY IMPORTANT COMMUNICATIONS AND YOUR APPLICATIONS MAY BE DELAYED

Vehicle Licence Applications - Important Reminder

Vehicle licence applications are to be made online at least 5 working days BEFORE the MOT Test, once this is completed you attend the garage to have your MOT test. When the vehicle passes the MOT you can collect your new plates at the Taxi Licensing Office located on the same site. If you unable to submit the application BEFORE the MOT then as per the vehicle licence conditions you must submit your application within 5 working days of the MOT. If you fail to submit the application within that time you will be required to undertake and pass another MOT test before the application will be processed.

Driver licence document checks – Important Reminder

If you have applied for a Private Hire/Hackney Carriage driver licence then you will be required to attend an appointment so your documents can be validated for the DBS and Right to Work checks. You will receive notification of the appointment date, time and location by email or text. You must bring along your original Passport and DVLA photocard and any further identification documents you have provided on your application.

If you are renewing your licence, we are unable to issue your new ID badge without the Old ID badge being returned.

Response time for emails received by Licensing Unit

We aim to respond to email enquiries within 10 working days.

Emails are dealt with more quickly if you have included your full name, address or badge/vehicle plate number and full details of your enquiry, please allow an officer enough time to contact you.

Emails are NOT MONITORED at the weekend or outside of business hours therefore emails received at these times will not be viewed until the next business day.



Vehicle Interim Tests

Vehicles that are over 3 years old from the date of first registration are required to be tested by the council's garage twice a year. Failure to comply with the Vehicle licence condition may result in the vehicle licence being suspended. You must ensure that a 6 monthly inspection has been carried out and the vehicle has passed the test to ensure compliance.

Incorrect Payments

Please wherever possible do not make duplicate payments. Processing refunds can be a lengthy process undertaken by the Council's Finance Department. If you believe you may have overpaid please contact taxilicensing@walsall.gov.uk **before** you make any other payment or if you are not sure if the application or payment has gone through. For a refund to be processed you will need to complete a BACS form which must be signed by yourself (in ink and not electronic), this will include your bank details. Please be aware we no longer issue cheques as part of the refund process.

Vehicle Licence Identification

All Licensing identification including badges and licence plates remain the property of Walsall Council. Upon expiry of the licence or when asked for you should ensure that the identification is returned to the Licensing Office. Identification can be handed in or returned by post (at your own risk), to Taxi Licensing Office, Walsall Council, Clean & Green Depot, 200 Pelsall Road, Brownhills, WS8 7EN. If you have applied to renew your vehicle or driver licence an appointment will be arranged for exchange of identification and the issue of the new licence.

We are unable to hand out any new identification without the previous one being returned.

If your licence is suspended or revoked you should also return your licence identification to the Taxi Licensing Office as above or as advised on the suspension/revocation notice within seven days.

Compliance Failure

A high number of licensed vehicles are failing the vehicle tests for incorrect ID or not having a fire extinguisher or first aid kit, this includes having an inadequate kit with missing or expired items. It is a condition of your licence that you have correct identification, a first aid kit and fire extinguisher.



You can now purchase First Aid Kit's and Fire Extinguisher's from the MOT Depot at the time of your test for £20 each so no further appointments or tests would need to be carried out, saving time and money re-attending.



Please remember to check your First Aid kit and Fire Extinguisher before attending ensuring the vehicle passes first time!

Online Applications

When renewing or applying for a licence, please ensure you allow plenty of time for your application to be processed.

If your licence has expired you will not be able to work as a licensed driver or use your vehicle for work until the licenses are issued.

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MOT Depot Information

Any **cancellations** or **changes** made to your **MOT Booking** needs to be done **via email only** motdepot@walsall.gov.uk . **No amendments** will be made over the telephone.

Please note that it is your responsibility to inform the MOT depot of any changes such as new ownership details, vehicles that have been involved in an accident, handing plates back, suspensions etc, if you fail to do so and miss your booked MOT appointment then you will need to pay the Failure to attend (FTA) charge.

If you amend or cancel your appointment you **MUST** give us a reason why before you make the required changes. Any appointment changes must also be completed with more than 24 hours notice

Failure to attend (FTA) All vehicles who fail to attend their MOT appointment or cancel their MOT appointment with less than **24 hours' notice** will be charged the Failure to attend Fee which is £45.00. This **MUST** be paid before you book a new MOT appointment.

If you have tried to call the MOT depot and no-one has been able to answer please leave us a voicemail with your name and number, and we will contact you back as soon as possible.



Retest Procedure

Any vehicles that have booked a retest but fail to attend the appointment or cancel with less than 24 hours notice will be charged the Retest FTA fee £25.00.

If you fail your MOT test, you are required to get the repairs done before you book your retest whether it is a partial retest or a fast track retest.

Once all failures have been repaired, give us a call on 01922 654254 and we will book you in for your retest. Please leave a voicemail if no one answers.

Driver Assessments – Practical Tests

You will need to contact the MOT garage by email to book this test.

Please email drivingassessments@walsall.gov.uk and request a call back, this will be within 5 working days. You will need to provide your name and contact number.

This test will be at a cost to yourself, it is your choice if it is undertaken before or after taking part in the Driver Training Course as no refunds will be given.

The test takes approximately 1 hour and it is at a cost of £75.

Once completed and passed please email the certificate into taxilicensing@walsall.gov.uk.

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New Traffic and Parking Arrangements in Walsall

New traffic and parking arrangements have been introduced close to the market square in Walsall town centre.

The changes have been implemented by Walsall Council as part of a scheme to enhance the public area and provide convenient parking provision in the heart of the town Centre. The parking on High Street has been extended and a section of Goodall Street has become one-way to address concerns about traffic congestion. Councillor Adrian Andrew, Walsall



Council's portfolio holder for economy, environment, and communities, said: "These traffic and parking changes are part of our ongoing efforts to improve the overall experience for residents and visitors in Walsall town centre "This is an experimental measure, and we encourage the community to provide their valuable feedback on the scheme."

For the marked bays on Goodall Street, on Monday to Saturday from 8am to 6.30pm, a maximum stay of two hours is allowed, and parking must be paid for using the available machine. On Mondays to Saturdays from 8am to 6.30pm, a maximum stay of two hours is permitted with free parking on High Street, and no return is allowed within two hours. In order to accommodate blue badge holders dedicated bays are available along High Street. The parking duration for these bays is set at three hours, with a required interval of one hour before returning.

Residents are being asked to provide feedback. Written representations can be submitted to trafficmanagement@walsall.gov.uk before April 30, 2024.

Source: New traffic and parking arrangements introduced in Walsall town centre | Express & Star (expressandstar.com)

Consultation on Criminal Convictions and Fit and Proper Persons policies

We are consulting on: changes to the current Motoring and Criminal Convictions policy, the introduction of a Fit and Proper Persons policy, You can find our current policies on the driver's licence application page.

Keeping people safe is our main motivation. The aim of these changes is: to make sure that customers are confident that the drivers we license are suitable, that we apply consistent standards. The consultation is open from 16 November until 28 December 2023. You can view copies of the draft policy in Walsall libraries.

Changes to the current motoring and Criminal Convictions policy We have adopted the statutory guidance and made some minor changes to the existing Hackney Carriage and Private Hire Convictions policy.

Download list: Draft Motoring and Criminal Conviction policy. Introduction of a Fit and Proper Persons policy, If adopted, the proposed policy will provide guidance on the criteria we use to decide if the applicant is a fit and proper person to hold a Hackney carriage or private hire driver, operator or proprietor's licence.

Download list: Draft Fit and Proper Persons policy, The proposed policy will apply to all new applicants, existing licensees on renewal. This requirement is contained within Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976.

This policy categorizes the types of issues (including crime and driving convictions) that form part of the "fit and proper" test. The assessment aims to make sure that: an individual does not pose a threat to the public, we meet our obligations to safeguard children and vulnerable adults, the public are protected from dishonest persons, The standards of safety and suitability are not set as a base minimum. They are set high to give customers the assurance they need when using taxi services. The council does not have to strike an even balance between the driver's right to work and the public's right to protection. The public are entitled to be protected, and we will treat their safety as paramount.

How to take part The consultation is available online: [Consultation on Criminal Convictions and Fit and Proper Persons policies | Walsall Council](#)

Consultation on new Hackney carriage Fare tariff

The Licensing Authority received a formal request from the TOA at the Taxi Liaison meeting in October 2023 to increase the Hackney Carriage fares.

The Licensing Authority have now put together a consultation on the proposed fare that was made by the TOA representative at the liaison meeting. The request was to have one day & night time tariff. Below is a table that shows the proposal made and that is being consulted on. The consultation will start on the 4th December 2023 and end on the 17th December 2023. If by the 17th December 2023, no objections have been received by the Licensing Authority then the proposed fare will come in to place. Should you wish to respond to the consultation or require further information, please email us at TPHC@walsall.gov.uk

HACKNEY CARRIAGE FARES & CHARGES

FARES FOR DISTANCE OR TIME	TARIFF 1 – DAY & NIGHT	CHRISTMAS & NEW YEAR
	For the first 335 yards or (93.1 seconds) = £3.00 For each succeeding 129.5 yards or 36 seconds thereafter or a combination of both = £0.15p Up to £5.05 on the meter then every 117.3 yards or 36 seconds = £0.15p	(TARIFF 2) 24 DECEMBER @ 18:00 HRS TO 27 DECEMBER @ 06:00 HRS DOUBLE NORMAL FARE TARIFF (TARIFF 3) 31 DECEMBER @ 18:00 HRS TO 2 JANUARY @ 06:00 HRS DOUBLE NORMAL FARE TARIFF
TO HIRE THIS TAXI	£3.00	£6.00
FOR THE 1ST MILE	£4.90	£9.80
FOR EACH MILE THEREAFTER	£2.25	£4.50
PRICE GUIDE		
1 MILE	£4.90	£9.80
2 MILES	£7.15	£14.30
3 MILES	£9.40	£18.80
4 MILES	£11.65	£23.30
5 MILES	£13.90	£27.80
10 MILES	£25.15	£50.30

Any Compliments or Complaints should be addressed to:

Regulatory Services – Licensing Enforcement

Email: Community.Protection@walsall.gov.uk

Journeys outside the Borough Boundary will normally be metered unless an alternative rate of fare is agreed prior to the commencement of the journey.

EXTRA CHARGES

When six or more passengers are carried in a vehicle which is licensed for such numbers = £1.00/Person at any time

Soiling Charge = £25

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Supporting dads to be and New dads to thrive



Dads to be and new dads in Walsall can access the free DadPad app. It's the essential guide for new dads, developed with the NHS.

DadPad provides useful knowledge and practical skills to help new dads feel more confident and prepared. It covers a range of topics, including:

- Feeding and caring for a baby
- Bonding with a baby
- Supporting a partner during pregnancy and after the birth
- Mental health and wellbeing
- Home safety

[Download today from the Apple or Google Play stores](https://thedadpad.co.uk/app/) or visit <https://thedadpad.co.uk/app/>

Mental Well Being in Walsall

As winter is emerging, the Mental Wellbeing team in Public Health Walsall have put together helpful support and information to help you and your customers if you or they are in distress.

The 8 Steps to Wellbeing Plan will help you and your customers build resilience to cope and improve their life circumstances. Completing wellbeing plans will help you and your customers understand what they can do to enhance, maintain or improve their mental wellbeing. You can access the wellbeing plan at [Get support for your wellbeing | Walsall Council](#)

Mental Wellbeing and Suicide Prevention Training

Are you interested in free suicide prevention training?

Visit [Free online training from Zero Suicide Alliance to find out more.](#)

Walsall Council has commissioned Birmingham Mind to deliver Mental Wellbeing and Suicide Prevention Training. To book onto the next available session visit [Walsall Mental Health + Suicide Prevention Courses | Eventbrite](#)

Where to access support if in distress

- Black Country 24/7 Urgent Mental Health Helpline is available 24 hours a day, 7 days a week. Tel: 0800 008 6516 | text: 07860 025 281
- More support services are available at [Urgent Help in Walsall - Birmingham Mind](#)

8 Steps to Wellbeing

The sections in this plan have been adapted from the Five Ways To Wellbeing: be active, take notice, connect, give something to others, learn something new, hydration for wellbeing, sleep for wellbeing and hope for the future. These are shown to improve the health and wellbeing of everyone.



Be Active



Learn Something New



Take Notice



Hydration and Nutrition



Connect



Sleep for Wellbeing



Give Something to others



Hope for the Future

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Get Winter Strong with the Flu and Covid 19 Vaccines

It's important to get your seasonal flu and COVID-19 vaccinations if you're at higher risk of getting seriously ill from these illnesses.

Anyone aged 18 and over who is eligible for an autumn COVID-19 or flu vaccine is invited to come forward. Those eligible for both winter vaccines include people aged 65 and over, those that are pregnant, adults and children (aged six months and above) with certain health conditions, care home residents, frontline health and social care staff, unpaid carers and household contacts of people with a weakened immune system.

To help people come forward, pop-up vaccination clinics have been set up across Walsall and will be running over the coming weeks. For the latest pop-up vaccination clinic schedule, [visit the NHS Black Country Integrated Care Board website](#).

In addition to the pop-up clinics, eligible people can book their autumn COVID-19 vaccine online via the [National Booking System](#), or by calling 119. Calls to 119 are free from mobiles and landlines and the booking service provides support in 200 different languages.

Flu vaccinations can also be booked by contacting your local GP or pharmacy.



Christmas Opening Times

The opening times over the Christmas period are:

December 25th – 26th -27th – CLOSED

January 1st - CLOSED



The Licensing Team would like to wish you all
A wonderful Holiday and a Prosperous 2024

If you have any questions regarding anything you have read in the newsletter, please email:
Licensing - Licensing@walsall.gov.uk or Taxi Licensing - Taxilicensing@walsall.gov.uk