



**Walsall
Council**

LICENSING NEWSLETTER

Welcome to the Licensing Newsletter Volume 18 / December 2024

**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**

INSIDE THIS ISSUE:

WE HAVE MOVED

PRIVATE HIRE/TAXI
LICENSING

Vehicle licence applications

Driver document checks

Vehicle interim tests

MOT Bay information

Retest procedure

Driver practical tests

DBS price increases

Birmingham bus lanes

Grants for electric vehicles

Taxi & private hire trade
representatives

ALCOHOL, GAMBLING
AND OTHER LICENCES

Street designation changes

Gov.uk applications

Annual fee scam

Pubwatch

GENERAL NEWS AND
ADVICE

Chatbot – WALIS

Razorblades behind
stickers

WE HAVE MOVED!

Both Taxi Licensing and General Licensing are now located at the Environmental Services Depot.

Some of the taxi trade may already be familiar with the Brownhills depot as Taxi Licensing have been based there for some years. However, Licensing is now based from a new office around the corner, next to the MOT bay. There will be clear signage explaining where to go, should you struggle to find us.

All post should now be addressed to our new location which is:

**Licensing Office, Walsall Council, Environmental Services Depot,
200 Pelsall Rd, Brownhills, Walsall, WS8 7EN**

Our opening times are **Monday to Thursday 08:45 – 17:15 and Friday 08:45 – 16:45.**

PRIVATE HIRE/TAXI LICENSING

Vehicle Licence Applications - Important Reminder

Vehicle licence applications (New/Renewal/Replacement) should be made online at least 5 working days BEFORE the MOT Test to enable the application to be verified. When the vehicle passes the MOT you can then collect your new plates from the 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 obtain the licence within 5 working days of the MOT you will be required to undertake and pass another MOT test before a new licence is issued.

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 to validate your documents for the DBS, Right to Work checks and qualification certificates. 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.

PROUD OF OUR PAST, OUR PRESENT AND FOR OUR FUTURE

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.

MOT Bay Information

*****PLEASE NOTE: THE COUNCIL MOT BAY IS CLOSED BETWEEN 24TH DECEMBER 2024 AND 1ST JANUARY 2025, RE-OPENING ON 2ND JANUARY 2025*****

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.

Disclosure and Barring Service Price Increases



Disclosure & Barring Service

We have been advised by the Disclosure & Barring Service that the cost of an enhanced DBS check is increasing from £52 to £59.50, and the cost of joining the DBS Update Service is going up from £13 to £16. Both increases have been introduced by the Disclosure & Barring Service themselves, and will come into effect from 02/12/2024. We still encourage all members of the Taxi/Private Hire Trade to join the DBS Update Service, because doing so will mean paying £48 over 3 years rather than £59.50 every 3 years. Joining the update service not only saves money,

but also speeds up the time it takes to process driver licence application.

You can register for the update service here: [DBS Update Service](#)

Important information from Birmingham City Council

From December 2024 Birmingham City Council will be enforcing the current bus lane restrictions on Broad Street. We would therefore like to take this opportunity to raise awareness of the upcoming activation of bus lane enforcement on the street to as many drivers operating under private hire vehicle licences in the locality and trust this information will be of assistance.

Link to article on Birmingham City Council website:

[Broad Street bus lane restrictions to be enforced | Birmingham City Council](#)

The directory of bus lanes in Birmingham can be found here:

[Bus lane - Location of bus lanes in Birmingham | Birmingham City Council](#)

Further information about the consultations undertaken in relation to these traffic regulation orders via the following links:

[Metro Edgbaston Extension Traffic Regulation Order - Birmingham City Council - Citizen Space](#)

[Broad Street and side streets proposed changes - informal consultation - Birmingham City Council - Citizen Space](#)

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Grants available for switching to electric vehicles

Thinking of going green? The government offers various incentives for private hire/taxi drivers to switch to electric vehicles. For more information go here:

[Government Grants](#) | [Taxi Grants](#) | [The Taxi Centre](#)

Taxi/Private Hire Trade Representatives

There are 3 trade representatives for the taxi/private hire sector in Walsall, who can raise issues brought to their attention at the Liaison Group meetings. For contact information, please email taxilicensing@walsall.gov.uk

Private hire reps:



Kabal Hussain



Zulfqar Ali

Hackney Carriage rep:



Mohammed Munir Khan

ALCOHOL, GAMBLING, AND OTHER LICENCES

Changes Made to Street Designation to Encourage More Trading in Walsall

Changes to the way streets are designated for street trading purposes have been agreed by Walsall Council.

Previously, streets in Walsall were designated as one of three types: prohibited, licensed or consent streets.

Under the new designation, all streets in the borough will be designated as consent streets, allowing traders - subject to a full application and consultation process - to apply for consent to trade on any street.

It is hoped that designating all streets in the borough as consent streets will encourage more entrepreneurs to trade in Walsall, while providing the local authority additional powers to scrutinise applications, taking into account the needs of the borough.

Councillor Adrian Andrew, Associate Leader and Portfolio Holder for Economic Growth and Regeneration, said "These changes are in response to requests from prospective street traders and enable the council to act in a more flexible way to promote economic and commercial growth.

"A large percentage of Walsall streets are already consent streets, which has proved to be efficient and effective.

"Removing prohibitions allows the council to continue to make informed decisions about the suitability of locations following internal and partner consultations."

A consultation for these changes closed on Friday 30 August 2024, feedback from which has been used to inform the decision to move ahead.

Any concerns or complaints about street traders in the borough should be reported to the enforcement team communityprotection@walsall.gov.uk

Gov.uk Licensing Applications

From September 2024 we have ceased using Gov.uk for licensing applications. We ask that all customers now use the portal through the Walsall Council website ([Alcohol and entertainment licences and permits | Walsall Council](#)) rather than going through Gov.uk. Instructions on how to make an application are clearly outlined on our web pages.

If you are having problems submitting an application, please email Licensing@walsall.gov.uk for assistance.



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Licensing Annual Fee Scam

We have recently been made aware of a scam involving individuals impersonating Licensing Officers from the council and requesting payment for unpaid annual fees over the phone. Please be advised that any unpaid annual fees should be paid using the payment methods detailed on the back page of your invoices.

If you do not have a copy of your invoice, you can request one by emailing Licensing@walsall.gov.uk with your premises licence number and address. We will then email you a copy of your invoice.

An authorised officer will NEVER call you asking for your bank account details over the telephone. Please be vigilant when receiving these phone calls.



JOIN  **WALSALL PUBWATCH**
FOR A SAFER NIGHT OUT

FOR A SAFER WALSALL

- EXCHANGE INFORMATION
- IDENTIFY TROUBLE MAKERS 
- EXCLUDE FROM ALL MEMBER VENUES
- REDUCE RISK OF VIOLENCE

DEVELOP GOOD RELATIONSHIPS WITH:
POLICE, LICENSING AND OTHER AGENCIES

 **BECOME A MEMBER**

WALSALLPUBWATCH.CO.UK
info@walsallpubwatch.co.uk 0843 886 5072

In Association with
 Walsall Council  West Midlands POLICE  NATIONAL PUBWATCH

You can find more information about Walsall Pubwatch by clicking [Home | Walsall Pubwatch](#)

GENERAL NEWS AND ADVICE

ChatBot - WALIS

Walsall Council's ChatBot (WALIS) has recently had a revamp to include some great new features. Previously, WALIS could only return information on Frequently Asked Questions (FAQs) and if customers wanted more information, they had to either call or email us. The FAQ's have now expanded to include much more information, however, should they not find the answer that they are looking for, they are now connected to the Customer Service Centre (CXC) for a real-time interaction with an advisor via Live Webchat.



The advisors have access to a bespoke knowledge base which allows them to look up the information while chatting to the customer on-line, ensuring that the customer is provided with the correct and most up to date information.

There is also a real-time translation service, offering 100s of languages, ensuring that we can communicate effectively and seamlessly with non-English speaking residents when using Live Webchat.

Razorblades Behind Stickers

It has been reported that National Front Stickers (see image below) are being placed in locations across the UK with razorblades stuck behind them with the purpose to injure those who try to remove the stickers. You are unable to see the razorblades until you start to remove the stickers. If these stickers are found, please proceed with caution. Do not attempt to remove the sticker unless absolutely necessary, using protection to prevent injury.

If you have any information regarding this, please report it to the Police on 101.



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