

Southampton & Eastleigh Licensing Partnership

Eastleigh Borough Council
Eastleigh House
Upper Market Street
Eastleigh SO50 9YN



Direct dial: 023 8068 8109
Our ref: April Update

E-mail: licensing@eastleigh.gov.uk
Please ask for: Mr. Andy Jeffery

03 April 2021

LICENSING UPDATE

I wanted to update you on a few things.

The latest [update from the Government for Taxis and Private Hire vehicles](#) is available. It is important that you read all the information contained in the above link. (the link is also on the taxi noticeboard)

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Drivers

[Carrying out a COVID-19 risk assessment – drivers](#)

[NHS COVID-19 app](#)

[Picking up passengers](#)

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[If you have coronavirus symptoms or have been told to self-isolate](#)

[Financial help for drivers](#)

[PHV operators and taxi intermediaries](#)

[Carrying out a COVID-19 risk assessment – operators and intermediaries](#)

[Providing health information to drivers and passengers](#)

[Financial help for PHV operators and taxi intermediaries](#)

Additional Restriction Grants.

Funds via [Additional Restrictions Grant - Eastleigh Borough Council](#) may be available to you. The amount you will receive will vary depending on your circumstances, for example, if you own a licensed vehicle you will usually be awarded more than if you don't. You will need to upload a bank statement during the application process. The form is self-explanatory. You do not have to live in the borough of Eastleigh, but you do need to be licensed by Eastleigh Borough Council to make application. Once you submit your application, you will be supplied with a case reference number. Please make a note of this as you will require it should you need to communicate with the Economic Development team regarding your application.

Hedge End Depot Licensing Office Opening Times.

As of now and until further notice, the licensing team will be available at Hedge End Depot on **Wednesday and Friday only** (except bank holidays) between **09:00 and 14:00**. For any urgent replacement lost plates or badges etc. on other days, please call 023 8068 8109 and we will do what we can to assist.

There will be one member of the team there each day so please be patient; we will do all we can to keep waiting times as short as possible. Anyone attending the depot **MUST** stay in their vehicle and call us on 023 8068 8109 to let us know you are outside. You are to exit the vehicle only when instructed to do so. The two visitor bays either side of the reception door are reserved for licensing use on Wednesdays and Fridays so please park in one of them.

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The telephone number 023 8068 8109 will be staffed every weekday as it will be diverted to a mobile. If we do not answer, we may be on another call so please leave a voicemail and we will return the call. Emails sent to licensing@eastleigh.gov.uk or licensing.eastleigh@southampton.gov.uk will also be dealt with Monday to Friday as other members of the team will be working from home. Please keep visits to the depot to a minimum.

Applications and other paperwork to be submitted.

All paperwork & applications are still to be submitted via email. We will accept photographs of the documents if you are unable to scan them. The required paperwork is to be sent to us via licensing@eastleigh.gov.uk or licensing.eastleigh@southampton.gov.uk. We will take the payment over the telephone. This will cut down on visits to the office and keep us all safer. Wherever possible we will do more electronically, via email. Please do not send forms and any other paperwork to an officer email address as these mailboxes are much smaller than the licensing mailbox and they fill up fast. The correct way to serve paperwork is to licensing@eastleigh.gov.uk or licensing.eastleigh@southampton.gov.uk.

Taxi & PH Noticeboard

As I am sure you are aware we created a noticeboard on the taxi webpage www.eastleigh.gov.uk/taxis. We post updates and useful information on this page as soon as we get them. Please keep an eye on it.

Driver Knowledge Tests.

We will commence knowledge tests again from the 12th April 2021. As before, an appointment needs to be made to enable us to carry these out safely. Payment will be taken in advance of the test.

Payments.

As already advised, we no longer accept cash or cheque payments. The only method of payment is Debit/Credit card.

Licensed Transport Forum

The minutes from the recent Transport Forum with your Trade Representatives, Councillors and the Licensing Team are available to view [here](#). (the link is also on the taxi noticeboard)

Temporary Relaxation of the Upper Age Limit for Licensed Vehicles

The Eastleigh Administration Committee have agreed a temporary relaxation of the upper age limit for licensed vehicles. On request by the licence holder, consideration will be given to allowing a further 1 year licence for any vehicle which has reached the upper age limit at renewal of 12 years or 15 years for wheelchair accessible vehicles. The vehicle will be required to pass a mechanical inspection at renewal and the 6 month point of the licence, which must only be completed by Hedge End Depot Workshop. If the vehicle fails either inspection, the relaxation of the age policy will be withdrawn. It is the responsibility of the licence holder to ensure the vehicle is presented to Hedge End Depot workshop only.

Documents to Replace the Handbook

We will soon be supplying you with copies of the documents to replace the handbook. There will be a three month consultation for you to submit any comments. We are just finalising a few final amendments. We will communicate more on this as soon as possible.

Finally

This pandemic has been a very difficult time for us all, the licensing team wish to thank the Eastleigh Taxi and Private Hire trade for adapting and accepting so many changes over the last year which has enabled us to process all applications promptly. We really do appreciate your cooperation.

As you are probably already aware, our new licensing officer is Patrycja Ngalamulume. Sue and Pat will be dealing with your day to day applications and communications. If you know of any drivers who do not use email, can I ask you to share this with them or tell them it is on the taxi noticeboard online for them to read.

Stay Safe everyone.

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Yours sincerely,

Andy Jeffery

Senior Licensing Officer

Southampton & Eastleigh Licensing Partnership