

HACKNEY

CARRIAGE AND PRIVATE HIRE



NEWSLETTER
APRIL 2025

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2025/26 Fees

The licensing fees have been reviewed for 2025/26. Please click on the link to view [2025 annual licensing fees and charges](#).

Bishops' College Front Car Park



Free initial parking for visitors at Bishops' College is no longer available. However, it has been agreed that for licensed vehicles displaying their rear licence plate or front windscreen disc for executive vehicles, will have 15 minutes free parking. After this period a parking ticket will need to be purchased.

Renewal Invoices

Invoices are emailed at the start of each month preceding renewals or DBS applications. If you can't see an invoice, search your email inbox for received mail from noreply@broxbourne.gov.uk, or check your 'junk' mail.



Driver licence renewals

Please provide your renewal form and any relevant documentation at least five working days before your licence expires. The application form will be posted to you in good time to renew.

If your renewal is not received within the aforementioned time period, the Licensing Office will endeavour to process your application as promptly as possible, but if it is not processed before your current licence expires, you will not be able to work until a new licence has been issued.

As the Council adopted a new policy in 2022, many will have not renewed their licence under the new policy.

Information on requirements to renew are on the following page.

Requirements of driver licence renewal

Complete the application form in full (including the tax check code) - and email all pages to taxi@broxbourne.gov.uk. One passport sized photo (write your name on the back and either hand in at reception or put it in an envelope and then in the postbox on the wall by the main doors).

Pass certificate for safeguarding/disability training (if not already completed within the previous 6 years).

Payment of invoice (the invoice will be emailed to you).



How to obtain a tax check code

If you are renewing your licence on or after 4 April 2022, you will need to personally complete a tax check, you cannot ask a tax agent or adviser to do this on your behalf. You will need to answer questions about how you pay any tax that may be due on income you earn from your licensed trade. Ahead of starting your application please ensure that you have your Government Gateway user ID and password to hand.

After you have completed the tax check, you will be given a 9-character tax check code (not your UTR reference). You will need to include this in your licence renewal application form, so that the Council can confirm that you have carried out a tax check.

You will not be granted a licence if you do not provide a tax check code.

[Complete a tax check.](#)

Alternatively, please call 0300 200 3300.



How to book on the safeguarding and disability course

You are required to complete the online course prior to completing your renewal application so that you can email your pass certificate with your application form.

The link to the page is below and costs £40, this is payable online when booking. The course will need to be completed **before** your renewal can be actioned. This course can be completed in between two and three hours, but you can also log in and out as many times as you like and save progress as you go. This means that you can complete the course in your own time.

[Complete online Safeguarding and Disability Course.](#)

Login information for the online course will be provided on your 'renewal invitation' letter.

If you have any problems logging in or completing the online training, please contact Jamie McKenzie on 07862 581393 or if you complete the course and do not receive a copy of your pass certificate please email jamie@unifiedtransportsystems.co.uk.



Assistance for vulnerable and elderly

We would like to thank you for treating vulnerable and elderly passengers with respect, and assisting with bags, as well as mobility where required. This makes a valuable difference to the customers' experience.



Disclosure and barring update service

When a driver completes and subsequently receives their next DBS (disclosure and barring service) certificate, they will be required to join the DBS update service.

You can join the Update Service with your certificate number when you receive your DBS certificate. You must do so within 28 calendar days of the 'date of issue' which is printed on the certificate.

[Get Guidance](#)

The cost is £16.00 annually. If you do not renew your subscription and it lapses, then you would need to complete another DBS application form at a further cost of £67 and then join the DBS update service again.

If you save your payment card when registering, then the update service will automatically deduct the renewal payment from the card. However, if the card has since expired then the payment will fail, so please be mindful.

Medicals

If, prior to the expiry of your current medical certificate a completed and original update is not provided to confirm your fitness to work as a licensed driver, your licence will be suspended. An updated medical certificate will need to be received along with a written confirmation for the suspension to be lifted.



Compliances

Please ensure that vehicle compliances are booked and completed prior to the expiry date of the current compliance certificate. Vehicles should be clean and up to standard when taken for the test.

Should a vehicle fail the test, then the garage is required to notify the Council which may result in the vehicle licence being suspended.

Heathrow Airport Parking

Hillingdon Council's Cabinet has approved proposals to implement a new Public Spaces Protection Order (PSPO) to stop taxis and private hire vehicles (PHVs) waiting in residential streets near Heathrow Airport. [Read the full article.](#)



Mental Health

If you have any mental health concerns, please visit the link below for some coping strategies, advice and support services.

[Information and support - Mind](#)

Alcohol

If you are worried about your level of drinking or that of someone you care for, please click on the link below for advice and support services.

[Alcohol | Hertfordshire County Council](#)

