

HACKNEY

CARRIAGE AND PRIVATE HIRE



NEWSLETTER
OCTOBER 2025

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Our licensed drivers continue to show kindness and professionalism at our ranks and in their service to customers. We truly appreciate the vital role they play in supporting our local community and thank them for their ongoing commitment.



Driver licence renewals

Part of the driver licence renewals is completion of our safeguarding and disability training course every six years. If you receive a renewal letter and you are unsure when you last completed the training, please contact the taxi licensing team on 01992 785593.



Disclosure and barring update service

We are pleased that most drivers are now registered with the DBS update service. Please remember to renew your registration annually at a cost of £16. If it lapses, a new application of £67 and re-joining fee of £16 will be required.



Renewal Invoices

Invoices are emailed at the beginning of each month for the following month's application renewal. If you don't recall seeing the invoice, please search your email inbox for mails received from noreply@broxbourne.gov.uk. Please remember to check your 'junk' email.

Medicals

The Licensing Team issue notifications that your medical certificate is expiring at least eight weeks in advance. Please arrange an appointment with your GP as soon as your reminder is received.

If your medical certificate expires, your licence is at risk of being suspended.

As detailed in the Council's policy, medical reviews need to be completed by the applicant's GP, a member of the applicant's GP's surgery, or a GP having access to the applicant's full medical history.

If you attend an appointment with a GP who is not your registered GP, you will need to obtain your medical history from your own GP and take it with you.

Please ensure the GP completes the entire form including the section above the GP signature field, where GPs should indicate whether you are fit or unfit to work.



Accident Reporting

All licensed vehicles involved in an accident, however minor, are required to obtain the approval of an authorised officer of the Council to continue operating. Following an accident or damage to a licensed vehicle, the vehicle must be inspected within three working days by an authorised officer of the Council to determine its fitness for continued use. Alternatively, a photo of the damage can be emailed to taxi@broxbourne.gov.uk to determine if the vehicle needs to be inspected. If it is determined that the vehicle is fit for continued use, a time-scale for any cosmetic repairs will be communicated to the licensed driver.

The Council may suspend the use of a licensed vehicle until it is suitably repaired and conforms to the Council's testing requirements.

Rank Closure 30 November

Please note that the Hoddesdon Town Centre (Amwell Street) rank will be suspended from 4.30pm to 6.30pm on Sunday 30 November 2025, due to the Hoddesdon Loves Christmas event and associated road closures in and around the town centre. You will be able to rank in Burford Street during this period. The vehicles will be required to enter Amwell Street, divert through Morrisons car park and then rank on Burford street on the left, with passengers entering vehicles from the pavement. It will be fully sign posted. We thank you in advance for your understanding and cooperation.



Private Hire Operators requiring licensed drivers

A Broxbourne private hire operator is looking for licensed private hire drivers. In order to assist with this process, the Licensing Team has created a webpage at www.broxbourne-private-hire-operators-requiring-licensed-drivers where drivers can connect with an operator that is actively looking for drivers to take on bookings. Operators that wish to be added to the list should email taxi@broxbourne.gov.uk. Operators should let the Licensing Team know when their details should be removed from the list, in order for it to be kept as up to date as possible.

Vehicle Compliances

Please be aware that if a compliance is carried out on a vehicle when it is not due, then the cost of the extra compliance will be borne by the driver. If you are unsure when the compliance expires, please contact the taxi licensing team for clarification.

Operators

A private hire operator must ensure that every private hire vehicle they operate has a current private hire vehicle licence and is driven by the person who holds a current private hire driver licence. All three licences, private hire operator, private hire vehicle and private hire driver, must be issued by the same licensing authority.

Hertfordshire Growth Hub

If drivers would like to learn more about how they could benefit from the film and creative industry in Hertfordshire, they are welcome to attend an event hosted by the Hertfordshire Growth Hub. It is taking place on Monday 24 November 2025 in Hoddesdon.
[Booking details.](#)

Private Hire Taxi Monthly

This is a publication from the trades perspective containing many interesting articles. Check out the latest edition: [OCTOBER ISSUE](#)



Stoptober 2025

To get assistance in stopping smoking, please contact Stop Smoking Service | Hertfordshire County Council. You can also make use of The Better Health Bus, which is a mobile health unit in Hertfordshire that offers free services, support, and advice. It helps communities that struggle to access local health services, aiming to prevent illness and disease.

The bus provides free health checks and stop smoking support in its onboard clinic rooms.

If you are a smoker and you want to quit and live in or are registered to a GP in Hertfordshire, the Better Health Bus staff can help. They can sign you up for the six-week or 12-week one-to-one service, or offer you a free four-week vape kit.

Check out our Stop Smoking Service page if you'd like to explore what other options are available to help you.

To find out where the Better Health Bus will be this Stoptober, please view the [calendar schedule](#).



Smoking and Vaping

It is against the law to smoke in enclosed public places, workplaces and work vehicles. This applies not only to public houses, restaurants and any other enclosed public area, but also applies to hackney carriage and private hire offices and hackney carriage and private hire vehicles. A licensed vehicle remains a licensed vehicle 24 hours a day and should therefore be smoke free at all times whatever purpose it is being used. This includes social, domestic, pleasure or business purposes. Licensed drivers are required to place 'No Smoking' signs in offices and in all licensed vehicles. Drivers and operators should be aware that it is their responsibility to operate within the law. Vaping is also not permitted in a licensed vehicle.



Air Quality

Poor air quality is a major health concern, and the main source of pollution is road transport. Over 50% of Particulate Matter (PM) in cities can come from taxis and cars. Idling engines contribute to local air pollution, which is harmful to health. Please switch off your engine if parked for a minute or longer to help improve local air quality. Please be particularly mindful around schools during pick up time.



Mental Health

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

Information and support - Mind

Hackney Carriage tariff review

Each year, the Council reviews the taxi fare rates and would like to hear the views of those working in the hackney carriage trade as part of this process.

The Council invites you to give your views on any change to the current tariff and whether you consider an increase, a decrease, time change or rate change is appropriate.

Please forward your proposals in writing to Taxi Licensing, Bishops' College, Churchgate, Cheshunt, Herts, EN8 9XQ or email taxi@broxbourne.gov.uk by no later than Sunday 16 November 2025. The Council will carry out the review of the tariff after the consultation period has ended. All of the responses to this consultation will be collated and included in a report to the Regulatory committee.

