

## COVID-19

As hackney carriage and private hire drivers, you are permitted to continue to work if you have to. The situation may change and if it does, we will update this area of the website.

If you do decide to go to work, you will be collecting members of the public. You will need to take steps to protect yourselves from potential infection, and to protect any customers.

If anyone suffers from flu like symptoms they should follow the government advice to self-isolate for at least 7 days. For any shared households (including flats or other spaces) where another person has flu like symptoms, all people within the household should all self-isolate together for at least 14 days. This is to account for the incubation period.

The symptoms of coronavirus (COVID-19) are similar to other illnesses that are much more common, such as cold and flu.

The flu like symptoms of coronavirus (COVID-19) can include:

- a new and persistent cough
- a high temperature
- shortness of breath

There are things you can do to help stop viruses spreading.

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately
- wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- dry hands after hand washing with disposable towels
- try to avoid close contact with people who are unwell
- do not touch your eyes, nose or mouth if your hands are not clean
- detergent based disinfectants can be used with disposable non- latex gloves, and disposable cloths to clean hand contact points in the vehicle, such as steering wheel, hand break, gear stick, dials, and door handles;
- you should consider ways in which you can reduce contact with customers where possible, for example, avoid shaking hands, and using a contactless card payment system.

We understand how difficult things are for all drivers and operators at this time across the country.

Driver welfare is a primary concern of the council and we have been working to find solutions to these issues.

If you require help or assistance with payments, please find below a number of links to government advice.

- All of the government COVID-19 business support measures, including information on payments to self-employed people, can be found at:
  - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>
- The DWP have relaxed some rules around Universal Credit for the self-employed and this information can be found at:
  - <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19/support-for-those-affected-by-covid-19>
- Council Tax relief is available for those already receiving Local Council Tax Support:
  - <https://www.gov.uk/government/news/government-confirms-500-million-hardship-fund-will-provide-council-tax-relief-for-vulnerable-households>
  - <https://www.gov.uk/apply-council-tax-reduction>
- The general guidance on Universal Credit (UC) and Employment and Support Allowance (ESA) can be found at:
  - Self-Employment & Universal Credit
    - <https://www.gov.uk/self-employment-and-universal-credit>
  - Employment & Support Allowance
    - <https://www.gov.uk/employment-support-allowance>

## Vehicle Applications

The process is now fully electronic and will require you to send scanned or photographed documents to us via email.

### You will need access to an email account

Vehicle licence applications must include:

- A electronic copy of a completed application and declaration form (this can be found below)
- Make the payment for the renewal fee.
- Electronic copy of the Insurance Certificate
- Scan or photograph of the V5 logbook
- Scan or photograph of the CoC (including 6 monthly and 4 monthly if required)
- Photos of the vehicle – this will include photos of the outside and inside of the vehicle. Photos of the no smoking signs, fire extinguisher and metre (where applicable)

You must wait to hear from the Licensing team to confirm that this has been accepted. Please be aware that while payment will secure a licence you cannot drive a vehicle with an expired licence, unless we have all of the above documents.

It is possible that for the next few weeks we will ask you to continue using your existing vehicle plate as we may not be able to issue new ones. Please do not dispose of your old plate. Your new paper licence will be emailed to you as a PDF and will contain the correct dates should anyone ask you to provide proof of valid licence.

We are currently unable to accept **new** vehicle applications. Please also be aware that this will affect licence holders who are buying or transferring to a new vehicle, or those using courtesy vehicles.

If your vehicle is involved in an accident, please retain the plate and bracket.

If your vehicle licence is expiring and you cannot re-licence at this time due to self-isolation, please send an email to the licensing team confirming you have made payment and we will make a record of the possible late renewal.

Any questions, please contact us on 01727 819264 or [licensing@stalbans.gov.uk](mailto:licensing@stalbans.gov.uk)

## **Driver Applications**

The process is now fully electronic and will require you to send scanned or photographed documents to us via email.

### **You will need access to an email account**

Driver Renewal Applications **must** include:

- A completed and signed copy of the driver application form (which can be found below)
- A scanned or photographed copy of the usual documents you bring for the DBS check (see application form for details)
- Make the payment for the renewal fee.
- Email a copy of your right to work document, passport, driving licence and proof of address.
- A recent (taken at the time of application) photograph (head and neck only)

We understand you cannot complete a DBS or DVLA form at this time. You can in the meantime obtain a code from GOV.uk for us to be able to view your driving licence online. You can do so by going to:

<https://www.gov.uk/view-driving-licence>

If you need to provide a medical as part of a driver renewal, provided you have no previous medical issues, we you will be able to continue working. You will need to complete a medical once the surgery's re open. If you had previous medical issues we will assess this on a case by case basis.

It is possible that for the next few weeks we will ask you to continue using your existing badge as we may not be able to issue new ones. Please do not dispose of your old badges.

Any questions, please contact us on 01727 819264 or [licensing@stalbans.gov.uk](mailto:licensing@stalbans.gov.uk)

## **Hertfordshire County Council School Contracts**

If you usually do a school contract for Hertfordshire County Council please contact the operator who sends you the job for full details of the guaranteed payment terms issued by the county council.

Hertfordshire County Council is unable to answer any of queries. Please do not call Hertfordshire County Council.

## **Vehicle Transfer of Ownership**

The process is now fully electronic and will require you to send scanned or photographed documents to us via email. Please ensure you use the words 'Vehicle Transfer' in the subject heading.

Transfer forms are available online. You must include a scanned/photographed copy of vehicle insurances for all drivers, logbook or keepers slip, latest CoC and a letter from the previous owner.

Completed and scanned/photographed forms must be emailed to the Licensing Team.

## **Replacement driver badges (lost or stolen)**

Please contact the licensing team on 01727 819264 or [licensing@stalbans.gov.uk](mailto:licensing@stalbans.gov.uk).

A new badge will be issued to you when possible. Please be aware that there may be a delay of up to 7 days for this service.

## **Replacement licence plates (lost or stolen)**

Please contact the licensing team on 01727 819264 or [licensing@stalbans.gov.uk](mailto:licensing@stalbans.gov.uk)

A new plate will be issued to you when possible. Please be aware that there may be a delay of up to 7 days for this service.

## **Lost property:**

Requirement suspended for all lost property other than driving licences, passports. Advice to drivers to destroy/dispose of all other lost property.

**Driving licences and passports to be delivered or posted to the town hall post box marked 'For Attention of Licensing Team'.**

## **Medicals**

Medicals for existing drivers are suspended.

We understand that the changes outlined above have been introduced very quickly and we appreciate that some of these changes will make applications and processes more difficult for you in the short term. Please do contact the licensing team if you are having difficulty with any of the above processes.