

Taxi and private hire

January 2026



Tamworth
Borough Council

Happy New Year! Welcome to the January 2026 edition of our updates to all taxi and private hire drivers, vehicle proprietors and private hire operators in Tamworth. In these updates, we highlight current issues and information to help support your work. If there is something you'd like us to include in a future update, please contact us at taxi-licensing@tamworth.gov.uk.

Reminder of contact details

Please remember to use [**taxi-licensing@tamworth.gov.uk**](mailto:taxi-licensing@tamworth.gov.uk)

for all correspondence. Please do not email officers directly. Your main points of contact are still Jodie and Giles. If you need to call us, please use the number 01827 709709. If you do email or call and we don't respond immediately, please be a little patient, an officer will respond when they can.

Marmion House reception

Marmion House reception is available for face to face support, you can visit: Monday, Tuesday, Wednesday, Friday: 10:00am – 2:00pm and Thursday: 2:00pm – 6:00pm. One of the customer service team will be on hand during these times to assist you in your enquiry. For any collections or pre booked appointments please continue to use the door to the left of the building.

Conduct and public image

All licensed drivers that have been issued badges have been deemed as 'fit and proper'.

You must remain 'fit and proper' in order to hold a driver's badge. We expect all drivers to act with honesty and integrity and have a high standard of general conduct towards other drivers and members of the public. Public safety remains at the heart of what we do. People should always feel safe using a taxi or private hire vehicle and we will investigate any reports that are contrary. At the same time, we expect the public to treat our drivers with the same respect.

Suspensions and professional responsibility to keep on top of medicals, DBS checks and renewals

As a licence holder, it is your responsibility to be aware of when certain checks and renewals of licences are due. We will remind you and send you your renewal paperwork, but we are finding renewals are left very late and checks due go past their due dates.

Driver checks you need to be aware of are:

- 12 month driving licence check,
- Six monthly DBS check,
- Medical check (dependent on age)
- CSE & DDA training every three years.

Vehicle Licence Checks are:

- Six or 12 month compliance checks.

You may be suspended if the required checks are not completed in a timely manner.

Driving in adverse weather

We want everyone to keep themselves and their passenger's safe over the winter so we hope the tips shown below might help. Driving in adverse weather requires additional care and attention and you should make sure your vehicle is adequately prepared. Below are just some general notes intended to help you prepare for the winter. We are sure that your vehicles are regularly inspected, serviced and in good working order, but in adverse weather, particular attention should be given to the following –

- Car batteries last approximately five years, and extra demand placed on them during adverse weather from the use of heaters, lights, and wipers can decrease their lifespan.
- Check the tyre pressure in accordance with the manufacturer's specifications.
- Check the tyre treads depths. For winter driving it is recommended they have 3mm of tread and certainly not less than 2mm.
- Ensure that there is an adequate amount of anti – freeze, in both the windscreen washer bottle and radiator.
- Keep lights clean and check bulbs regularly so you'll be prepared for lower visibility and shorter days.
- Make sure wiper blades aren't worn and the vehicle has sufficient windscreen washer fluid in the reservoir so you can keep your windscreen as clean as possible.
- Dirty windows and mirrors can make it hard to see as the low winter sun hits. Make sure they are kept clean and free of ice and snow in colder weather. Ensure windows are clear and demisted before setting off.
- Ensure the taxi plate and registration plate are kept clean and legible.

Reporting accidents

We know car accidents happen, whether they are minor accidents that just leave a scratch or major accidents that require you to have a replacement vehicle.

Whatever the extent of your accident you MUST report this to us within 72 hours. We require you to complete an accident report form and we may ask to inspect the vehicle. If we decide that that vehicle is still operable you will have 28 days to get the vehicle repaired. If the damage to the vehicle renders it undrivable we will suspend the vehicle licence. There will then be an option for you to licence a hire vehicle for a period of eight weeks.

Return of plates and badges

To help keep costs to a minimum, we require all plates and badges returning to Marmion House once expired or are surrendered. Our supplier recycles all old plates and in return offers a reduced rate for new plates. We pass these savings on to you by keeping fees as low as possible. Therefore please remember if you are renewing a plate or badge, bring your old one to exchange. If you surrender your plate, please drop your plate into Marmion House at your earliest convenience.

Smoking in vehicles

Under no circumstance must you smoke tobacco or like substance (including e-cigarettes) in your licensed vehicles. This will result in you being awarded penalty points and possibly a fixed penalty notice.

Be aware

One of our licensed drivers has brought the following incident to our attention and we ask that all drivers to be vigilant:

“ A friend contacted me today, he wanted a taxi for his sister to go to the bank. He explained she was withdrawing a large amount of cash and needed someone to go with her and take her back home, He wanted to phone the base and ask for me as he knew I would go with her, being aware of scams and knowing his sister is 88 years old, I told him to contact his sister as it was a scam, he could not get through to her as scammers were keeping her on phone, as I was on a school run at the time I asked him if anyone local could go round, he phoned a neighbour and he has been able to stop any transactions and saved the lady losing money. Can you just make drivers aware of this if any person is being asked to wait and return for a customer going to a bank and the customer to dial 159, and drivers, please try to tell them it is a scam, the scammers are telling them to trust no one and that bank staff may be involved. We have managed to stop this one but it is the elderly who seem to be a lot of the victims. ”

And finally.....

The UK government has opened a consultation proposing to transfer taxi and private hire vehicle (PHV) licensing responsibilities from district councils to local transport authorities (LTAs). The move forms part of the wider English devolution programme, which is reshaping how transport is planned and regulated across larger, strategic areas.

The consultation follows Baroness Casey's National Audit on Group-Based Child Sexual Exploitation and Abuse, which identified serious safeguarding failures linked to "out of area" working. The audit warned that inconsistent licensing standards and weak information sharing between authorities can allow unsafe drivers to operate with limited oversight. In response, the government has also proposed new national taxi and PHV licensing standards designed to strengthen vetting, improve safeguarding, and ensure consistent protections for passengers.

Ministers have emphasised that the reforms aim to reduce out of area working and improve passenger safety. In announcing the proposals, the Department for Transport said the changes would help ensure that "wherever a passenger gets into a taxi or PHV, they can be confident that the same robust standards apply."

Under the proposals, LTAs—such as county councils, unitary authorities and mayoral combined authorities—would become responsible for taxi and PHV licensing across their entire transport area. LTAs already produce statutory local transport plans (LTPs), which set out long term strategies for public transport, roads, active travel and accessibility. The government argues that embedding taxi and PHV policy within these plans will allow licensing to be aligned with wider transport priorities, including safety, decarbonisation and network integration.

The central proposal would make every LTA the single licensing authority for taxis and PHVs in its area, replacing the current patchwork of district level regimes. The government says this would create more consistent standards, reduce incentives for drivers to seek licences in areas with lighter conditions, and strengthen enforcement across wider geographies.

The predicted impact on licensing authorities includes organisational restructuring, the transfer of staff and systems, and the need for LTAs to build additional capacity for enforcement and compliance. However, the government expects efficiency gains from consolidating licensing functions and reducing duplication.

For the taxi and PHV sector, the reforms would mean dealing with a single licensing body across a larger area, potentially simplifying cross boundary operations. Drivers may face more consistent and, in some cases, more stringent standards, particularly around safeguarding and vehicle safety.

Passengers are expected to benefit from improved safety, clearer standards and better integration of taxis and PHVs into wider transport networks. The government also anticipates that LTAs will be better placed to address service gaps, particularly in rural or underserved areas.

The consultation invites responses from the taxi and PHV trade, licensing officers, transport regulators, passenger groups and the wider public. Responses can be submitted through the online form on the **consultation webpage**. The consultation closes at 11:59pm on 1 April 2026

Contact us

For further information, advice, or to make a complaint, please contact:

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please phone: 01827 709709