



TAXI & Private Hire TIMES

NOVEMBER 2025

UPPER BROOK STREET

Many of you will have noticed the new traffic sign that has been placed at the entrance to Upper Brook Street at its junction with Dogs Head Street and Tacket Street. The sign refers to taxis but for the avoidance of any doubt this does include private hire vehicles.

Private Hire vehicles may continue to use Upper Brook Street.



HACKNEY CARRIAGE FARE INCREASE

The fare increase came into effect on 5 November 2025. If you missed the meter seal day you will need to contact the meter agent and arrange for your taxi meter to be recalibrated with the current hackney carriage fare.

Digitax meters – Darren Craigie on 01473 710720
Viking or Aquila – David Kirby on 07795566515

VEHICLE TAXATION CLASSES ON THE V5

A taxi/private hire vehicle cannot have the taxation class 'disabled' showing on the V5.

If you purchase a vehicle that has this class on the V5 you will need to change it with the DVLA to the appropriate tax class.

LICENCE RENEWALS

Please apply in good time for the renewal of your licence to enable it to be processed and the necessary checks carried out. If you apply close to the expiry date there is no guarantee that your renewal will be processed in time for you to carry on working.

You can have your vehicle tested 8 weeks in advance of the expiry and there are 4 approved garages. You must send us the mechanical test within 3 working days of the test being completed.

Your renewed licence will be posted to you, so also allow time for the post when renewing.



NEW VEHICLE OR CHANGE OF VEHICLE

The licence and plates may be collected from the Council on Tuesdays and Fridays between the hours of 10 am and midday. When you apply and the licence has been processed you will be given the option of collection or post.

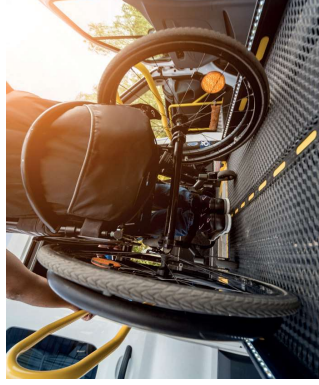
This only applies for new vehicles and change of vehicle; it does not apply for renewals.

PASSENGERS IN WHEELCHAIRS

If you drive a wheelchair accessible vehicle, you may not refuse to transport a passenger in a wheelchair. Furthermore, you must load the passenger in the wheelchair into the vehicle and ensure it is securely fastened using the straps in the vehicle.

The only exception to this is where the wheelchair will not physically fit into the vehicle.

All wheelchair accessible vehicles, hackney carriage or private hire, are on the Designated Vehicles list under Section 167 of the Equality Act 2010 and it is an offence under that Act to refuse to transport a passenger in a wheelchair without a reasonable excuse or holding an exemption certificate.



TOUCHING SCREENS IN VEHICLES

Since March 2022 it has become an offence to touch a screen whilst driving a vehicle, this does include PDAs. You can use a PDA/mobile phone if it is securely fitted and you do not touch it and it operates via voice commands or automated dispatch.

Taxi and Private Hire Drivers are not exempt from this and the penalty is 6 points on your DVLA driving licence and £200 fine, in addition, you could be investigated for careless driving if you are not in complete control of the vehicle.

If you need to touch your PDA/mobile phone it is advised that you stop in a suitable place to use it.



ASSISTANCE DOGS IN LICENSED VEHICLES

You may not refuse to transport passengers with assistance dogs unless you have been issued with an exemption certificate from doing so. An exemption certificate will only be issued with medical proof which supports the exemption and application forms and details can be obtained from the licensing team.

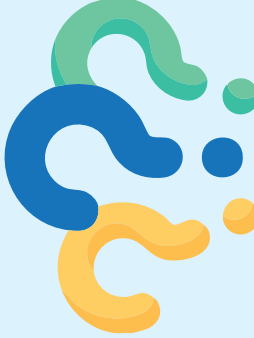
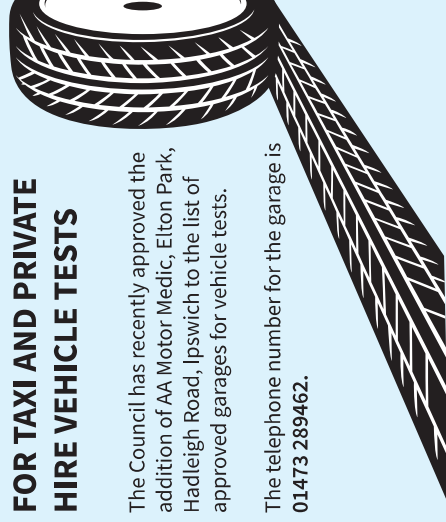


If you arrive at a booking, or are approached on the rank, you must carry the passenger and their assistance dog. They may sit where they like in the vehicle and the dog must remain with the passenger at all times

NEW APPROVED GARAGE FOR TAXI AND PRIVATE HIRE VEHICLE TESTS

The Council has recently approved the addition of AA Motor Medic, Elton Park, Hadleigh Road, Ipswich to the list of approved garages for vehicle tests.

The telephone number for the garage is **01473 289462**.



HAVE YOU CHANGED YOUR MOBILE PHONE NUMBER OR EMAIL ADDRESS?

If yes, please email licensing at licensing@ipswich.gov.uk with the details.

HAVE YOU CHANGE YOUR PRIVATE HIRE OPERATOR?

If yes, you can either change this yourself by logging onto the online system and choosing the option – Change PHOP or email licensing@ipswich.gov.uk and with the details.

SEASONAL POLICE ADVICE FOR CAB DRIVERS

With the festive season approaching we would like to raise awareness of the potential for a rise in theft from taxis and robberies. Where possible, encourage customers to engage with any pre-payment/membership systems you use. Please circulate the advice below to your drivers. By following these simple tips reduce the risk of someone else taking home their hard earned cash:

- always remove cash, satellite navigation systems and mobiles from vehicles whenever unattended
- encourage customers to pay by card
- avoid carrying large amounts of cash, display a sign saying 'driver carries limited cash'.
- be mindful what you tell your customers - a general conversation explaining how busy you are may seem innocent - it could be a ploy to see how much cash you are carrying. Consider saying you have just come on shift
- register your electronic devices including satellite navigation systems and mobile phones for free on www.immobilise.com

CHRISTMAS AND NEW YEAR OPENING TIMES

Monday 22 December	9 am to 4.30 pm
Tuesday 23 December	9 am to 4.30 pm
Wednesday 24 December	9 am to 3 pm
Thursday 25 December	Closed
Friday 26 December	Closed
Saturday 27 December	Closed
Sunday 28 December	Closed
Monday 29 December	9 am to 4.30 pm
Tuesday 30 December	9 am to 4.30 pm
Wednesday 31 December	9 am to 4.30 pm
Thursday 1 January	Closed
Friday 2 January	9 am to 4.30 pm

**WISHING YOU AND YOUR FAMILIES A MERRY
CHRISTMAS AND A HAPPY NEW YEAR**