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## Newsletter November 2025



### Coming up in this edition...

- Reception
- Vehicle Livery
- Safeguarding sessions
- Door Signs
- Incomplete applications
- DBS update service

### Tuesday Reception

A reminder that we are now offering a face to face, drop-in session between 10 and 12 every Tuesday morning. Each week a member of the team will be available in the Town Hall reception area to help – no appointment necessary just drop in!

The Council letterbox outside should still be used wherever possible when simply submitting documents and this can be used at any time.

### Change of vehicle livery

The change over to new plates and badges is going well. Please remember these are now posted from our supplier and cannot be collected in person.

We have noticed a few of the early issue plates have very small lettering and we will be sending out replacements for those soon.

Please make sure that vehicle plates are properly secured to your vehicle, not tucked behind registration plates or in back windows. You should have been sent a set of mounting brackets which work for most vehicles.

Please make sure you have the big plate on the back and the small one on the front!



### Safeguarding awareness sessions

We will shortly be changing to an external supplier who will be providing the training for us. The sessions will no longer be run in person but will be more frequent so there shouldn't be any delays in booking.

Each session is around 1.5hrs (online) and there will be a small fee for the training which will be paid directly to the provider when booking the session.

All new applicants must complete the safeguarding training before a licence will be issued and those renewing will need to attend a session within a month of the renewal date.

Booking details will be provided and will be available on our website soon.



## Door Signs

We know that some council areas don't insist on door signs being on private hire vehicles but in North Somerset they are still required.

We will be calling vehicles in to check they have door signs on or available.

If you cannot use a magnetic door sign you must ask the Operator to provide you with a sticky sign instead.

We know owners will be concerned about the use of adhesives on paintwork but remember the vehicle is for use as a private hire vehicle and as such must have signs displayed.

## Incomplete applications

We are still receiving a lot of applications which are missing supporting documents or say, "to follow". These will be rejected until everything is submitted correctly.

The only exception to this is where AMS are conducting an MOT at the same time as a vehicle compliance test. You can send us a copy of the MOT certificate once it's passed but we will not release plates unless we have received it.

If your application is rejected and the licence expires you may be asked to start a fresh application.

Make sure you declare any convictions and points on driver applications and don't forget to let us know if you get any more while you are licensed or if you have an accident!

Don't forget we need a minimum of 7 days' notice to process an application and submissions later than that are not guaranteed to be processed in time for your expiry.

You can send applications in as early as a month before but not less than a week before!

## DBS checks going online.

Most drivers are now signed up for the DBS update service which is great news.

Please remember if you change your bank card to change your details on the DBS update subscription.

They may not inform you a payment has failed, and you will stop being on the update service.

If we check and find this to be the case, you will be required to do a second DBS full check and have your licence suspended until this is received and registered.

**If you need any further information, please contact us at**

**[Licensing@n-somerset.gov.uk](mailto:Licensing@n-somerset.gov.uk)**

**We try to respond within three working days but will try to reply sooner if we can.**

**Thanks for reading! From the Licensing Team.**