

## Welcome to the May Newsletter

### Drivers Insurance

As you are all aware, due to a change with Sheffield City Council regulations, we require copies of all drivers insurance documents, as well as badge and plate details. If we do not hold these valid documents for you, you will be automatically disabled and not allowed to work until you have brought the relevant information to the office. Please ensure that when you renew these documents that you bring the documents to the office and we can reset them in our database, to avoid being automatically disabled.

As part of this change, if you are involved in an accident whilst working for City Taxis, you must report it to the office at your earliest convenience.

### Fuel Scheme

We have been approached by a company wanting to enrol drivers onto a fuel card scheme. This scheme will be exclusive to City Taxis drivers and offers a whole network of sites to refuel at one vastly reduced fixed rate for diesel and unleaded purchases.

The scheme on offer has a price saving guarantee and will be free to drivers, with no obligation, and have many additional benefits. The company running the scheme will be present to discuss the free scheme at the City Road offices on the 10<sup>th</sup>

and 11<sup>th</sup> of May and they will also be able to register drivers. They will be present on 17<sup>th</sup> and 18<sup>th</sup> of May at the Lane Top site. Please note that this scheme is not linked to Sheffield City Taxis in any way. Sheffield City Taxis have recognised that

there could be a possible benefit to its drivers and have therefore agreed for Forecourt Fuels to have the opportunity to launch their product to the drivers working for City.

### Sheffield Taxi Forum

Sheffield Taxi Forum is an independent entity, founded in 2007, with the purpose of sharing information within the taxi community.

Sheffield City Council Licensing department are a member of the discussion board and have been able to answer driver's questions and provide clarification

on many issues, as well as issuing urgent announcements. Many of the Licensing board meetings and results are posted on the forum almost immediately, keeping drivers up to date with any changes affecting our trade.

Drivers are able to air their views and discuss various topics concerning the trade, not just

Private Hire or just Hackney but across the board.

Sheffield Taxi Forum maintains a strict policy of respect for all members, but otherwise puts no restrictions on discussions. Any member of public can view the information on the forum. If you wish to post information on the site, you would simply need

to register your email address so that your user account can be activated.

Please visit the website at [www.taxiforum.co.uk](http://www.taxiforum.co.uk) to find out more. We hope you find the forum useful.

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Operations Number: 0114 2358992  
Accounts Number: 0114 2358998

**Staff Contacts:**

Bob Turnbull—Managing Director—2393939  
Arnie Singh—Director—2358901

**Operations:**


Kevin Flint—Operations Manager—2358992  
Lee Ward—Assistant Ops Manager—2358992  
Michelle Hinchcliffe—Operations—2358992  
Richard Dale—Operations Assistant—2358992  
Chris Frayne—General Manager—2358992  
Ian Godbehere—Call Centre Manager—2358903  
Antonio Berrios—IT Technician - 2358992

**Accounts / Paying in / Marketing:**

Stacey Turnbull—Company Secretary—2358905  
Matthew Rodgers—Marketing Manager—2358998  
Nigel Robinson—Accounts Assistant—2358998  
Pat Moore—Accounts Assistant—2358998  
Rachel Bowie—Accounts Assistant—2358998  
Carol Grant—Accounts Assistant - 2358998  
Rebecca Newsam—Accounts Assistant—2358998  
Beverley Bower—Paying in—2358900  
Angela Rodgers—Accounts Assistant—2358998

**Private Hire Association**

The deadline for membership of The Private Hire Association is 30th April 2010. If you are interested in becoming a member, please contact the association as soon as possible. For further information you call Mohammed Yasin, Chairman of the Private Hire Association on 07545 472 023. They would like to say a big thank you for the support of all drivers who have joined the association. For any members who have experienced problems with other taxi drivers goosing their customers, please take the plate details and get in touch with the private hire association, who will then deal with the problem.

 R S Jutley Medicals  
R S Jutley Medicals are based at Unit 6a Westbrook Court, Sharrow Vale Road, Sheffield, S11 8YZ. The booking line number is 0845 123 7944. They will be doing medicals on evenings and weekends and the price for the medical is £45.  
They would appreciate feedback from drivers regarding preferred times at evenings and weekends for the medical and how they compare to the other doctors offering the medical in order for them to improve their service for drivers.

**GRENOSIDE CAR WASH & VALETING SERVICE**  
**NOW OPEN 7 days a week**  
*Monday-Saturday 9am-5pm - Sunday 9am-3pm*  
Discount offers Mon-Thursday for OAP, nursing staff, community health workers and social services  
**£3.50** (Wash clean & dried)  
**Full or part valeting for all vehicles** with prior arrangement  
*4x4 vehicles, people carriers, small and large vans, motorhomes and caravans*  
**PLEASE ASK ANY MEMBER OF STAFF FOR A QUOTE, THEY WILL BE MORE THAN HAPPY TO HELP**  
**Tel. 07564 242 776**  
Contract work welcome  
**TWO LANES WILL BE OPEN BY THE END OF MARCH 2010**  
To all the old and new customers:  
*A massive thankyou for your continued support & loyalty*  
**PENISTONE ROAD, GRENOSIDE**

**Important Reminders**

There have been recent complaints about drivers behaviour towards NHS staff when picking up at the hospitals. This is a very serious issue and any driver being abusive will be dealt with appropriately. When picking up samples/parcels at hospital receptions you do not need to get a signature for waiting time incurred. You can charge waiting time based on time away from your vehicle and sign the docket yourself.

*Please ensure that when picking up at castle college south side, you go down the drive from Granville Road. Do not go to the drive off Norfolk Park road as there is no access for vehicles at that entrance, due to safety reasons. North side reception is no longer open.*

As previously mentioned, we have been closely monitoring recovery due to the negative impact it has on the service that we provide to customers. This has been very successful and we have noticed a significant reduction in the number of jobs that are recovered. We will continue to monitor the situation to ensure that it continues to decrease.

*Please be aware of the different locations of Crucible stage door and Lyceum stage door. Crucible stage door is on Norfolk Street and Lyceum stage door is on Arundel Gate. Please make sure that you are picking up at the correct place.*

When using satellite navigation systems, please ensure that it is set to the shortest route as you have an obligation to take the customer the shortest route, unless they have requested you to go a different route and you have explained the cost implications to them.

*If you would like to receive the newsletter by email, please let us know by email to [accounts@sheffieldcitytaxis.com](mailto:accounts@sheffieldcitytaxis.com). Driver newsletters are now available to view on our website.*

**DON'T FORGET TO CHECK OUT THE WEBSITE @**  
**WWW.SHEFFIELDCITYTAXIS.COM**