



CHELtenham
BOROUGH COUNCIL

TRADE TIMES

For Hackney Carriage and Private Hire drivers.

Vulnerable Customers

Hackneys and private hires play a vital role in the transport network, particularly in the transportation of vulnerable individuals. We know the vast majority of you take your responsibilities seriously, so it is disappointing when we hear of customers being overcharged by unscrupulous drivers. It is particularly worrying when ladies and gentlemen tell us they decide to walk home late at night because they fear being exploited if they use a taxi.

If you are one of the few that are doing this, remember that you are tarnishing the reputation of the whole trade, and putting members of the public at risk.

Litter - Christ Church Road

We have received reports of takeaway coffee cups being dumped in the road where PHVs and HCVs regularly wait.

If you are responsible for this behaviour, please desist. Our Neighbourhood Team is aware of the complaint and are able to issue fixed penalty notices to offenders.

Minimum Fares - Unlawful

Hackney drivers charging a minimum fare for local journeys or card payments risk breaking the law.

The metered fare is the maximum you can charge for journeys within the borough.

Unlawful 'minimum' fares risk driving customers away, and upsetting your law-abiding colleagues.

Pittville Street Rank

This is a popular rank; if it is full, please drive onto the next available. We recently received a report of an HCD double parking and leaving his taxi unattended. This led to a bus being unable to pass through, and a disabled man then unable to board the bus.

Gloucestershire County Council parking patrols have been alerted to the parking issued on the rank.

Report It

The Licensing Team welcomes reports from drivers regarding individuals whose actions are illegal or seriously damage the reputation of the 'Trade'. If you are reporting on behalf of another driver, please make this clear so that we can deal with the issue appropriately. Evidence directly from the person who witnessed an incident is always the best evidence.

You can make a report to:

- licensing@cheltenham.gov.uk
- 01242 264135

Licensing Contact Details

By appointment only:

Licensing Department
Municipal Offices
Promenade
Cheltenham
GL50 9SA

licensing@cheltenham.gov.uk

01242 264135

<https://www.cheltenham.gov.uk/>

Upcoming Safeguarding and Local Knowledge Test Dates

We continue to add dates to both our safeguarding sessions and Local Knowledge Tests (LKTs). The following are available to book via [our online form](#):

Safeguarding Dates	Local Knowledge Test Dates
11th July 2024	19th June 2024
8th August 2024	3rd July 2024
	24th July 2024

All sessions are held at the Municipal Offices. Safeguarding sessions are scheduled to begin at 10:00am with a duration of two and half hours. LKTs begin at 11:00am, and last for approximately one and a half hours.