



CHELTENHAM  
BOROUGH COUNCIL

# TRADE TIMES

For Hackney Carriage and Private Hire drivers.

## Cheltenham Borough Council launches consultation on revised Taxi and Private Hire Policy

Please see below for details of the consultation now taking place regarding the proposed changes to our Taxi and Private Hire Policy. Once you have reviewed the policy, please provide us with feedback using the online form referred to below. It is important that you let us know your views on the proposals and, in particular, explain why if you disagree with them.

### Closing date: 15th September 2024

The council has reviewed its current Taxi and Private Hire Policy and is consulting on a draft policy reflecting on a number of proposed amendments / additions.

The council welcomes comments from Taxi and Private Hire licence holders, along with any other parties or stakeholders.

Please use the [online form](#) to complete your consultation response.

Alternatively, please download the consultation document and response form [here](#).

The draft policy containing full details of any proposed changes is attached [here](#) for reference.

### Responding to this consultation

The consultation is open for comments until noon on 15 September 2024.

Your comments can be sent to [licensing@cheltenham.gov.uk](mailto:licensing@cheltenham.gov.uk) or in writing to:

Licensing Section, Cheltenham Borough Council, Municipal Offices, Promenade, Cheltenham, GL50 9SA.

[Licensing consultations privacy statement](#).

If you have any questions about this consultation, please contact [licensing@cheltenham.gov.uk](mailto:licensing@cheltenham.gov.uk).

Published: 23rd July 2024

## Litter - Christ Church Road

We have once again received reports of litter being dumped in the road where PHVs and HCVs regularly wait.

It has also been reported that drivers park their vehicles and leave their doors and windows open whilst playing music or having conversations on their hands free in their car. This is causing a nuisance to residents and we ask you to be considerate when parking up in this, or any other, location.

Our Neighbourhood Team, who are able to issue fixed penalty notices for the offence of littering, have been made aware of the complaints received.

## Urination

Licensing have received reports of licensed drivers urinating against, or near to, homes within the borough. Simply, you must ensure that you familiarise yourself with public toilet facilities and use these.

## 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](mailto:licensing@cheltenham.gov.uk)
- 01242 264135

## Gloucester City Council - Uber licensed as a private hire operator

As you may be aware, Uber have acquired a private hire operator's licence with Gloucester City Council; it seems likely that we will see more of the public using the Uber application to book a vehicle in the area as more vehicles become available.

We appreciate the concern that many of our hackney carriage and private hire licence holders may have about the impact of this large operator having more of a presence in our area on their business.

Please remember that where a member of the public in Cheltenham books a vehicle through the Uber app (provided the vehicle and driver that carry the passenger(s) are appropriately licensed) in most cases (if not all) the job will be a legal job. From a legal perspective, this would be the same, or very similar, as an individual calling a Gloucester private hire operator for a vehicle and the operator providing them with an appropriately licensed vehicle and driver.

As you will appreciate, we receive a high number of complaints from members of the public using taxis and private hire vehicles; this has been exacerbated by an increase of licensed private hire vehicles from other local authorities being seen around the borough recently.

Rest assured we will continue to investigate substantiated complaints about illegal pick-ups and other similar reports where there is sufficient evidence to suggest wrongdoing; to identify the vehicle or driver concerned; and it is in the public interest to do so.

However, you can help us by ensuring that, if you make a report, you promptly pass us the information and details we will need to investigate it fully. Please do not make a complaint unless there is sufficient evidence to allow us to investigate and take action if necessary.

Put bluntly, we have limited enforcement and compliance resources and we need to focus their efforts on substantiated complaints. As such, if you make a complaint anonymously or if there is a lack of good evidence, your complaint is likely to not be actioned.

## Upcoming works within Gloucestershire's bus lanes

The county council is carrying out some essential works on the cameras within bus lanes over the next few weeks. Please be aware that, at times, operatives may be working on the highway either from a vehicle or on foot with health and safety protocols in place. The work team will aim to keep disruption to taxi drivers to a minimum. We thank you in anticipation for your cooperation and patience whilst these essential works are carried out.

Please address any queries regarding these works to [parking@gloucestershire.gov.uk](mailto:parking@gloucestershire.gov.uk).

## Public Space Protection Order - Spelthorne Borough Council

A new Public Space Protection Order (PSPO) has recently gone live with Spelthorne Borough Council, one part of which creates an exclusion area in Stanwell Moor and part of Stanwell where no taxis or private hire vehicles are permitted to park. Please be aware of this area should you attend to drop off / pick-up from Heathrow Airport.

A copy of the PSPO can be found on [Spelthorne Borough Council's website](#).

### Licensing Contact Details

By appointment only:

Licensing Department  
Municipal Offices  
Promenade  
Cheltenham  
GL50 9SA

[licensing@cheltenham.gov.uk](mailto: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
8th August 2024	14th August 2024
16th September 2024	4th September 2024
10th October 2024	25th September 2024
	16th October 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.