



CHELTENHAM
BOROUGH COUNCIL

TRADE TIMES

For Hackney Carriage and Private Hire drivers.

Uber

Since Gloucester City Council have licensed the private hire operator Uber, there has been an increase in reports of both Gloucester and South Gloucestershire licensed private hire vehicles in Cheltenham.

It is reported that these vehicles are actively 'working' in Cheltenham, insofar as they are picking up customers in Cheltenham and are sat waiting in their vehicles for bookings to come through on the app.

Up until now there has been limited demand on the Uber app; however, this has inevitably changed. Whilst the availability of Uber vehicles in Cheltenham is undoubtedly causing a pinch for hackney carriage drivers, and Cheltenham private hire operators, Uber drivers are not committing an offence by legally parking up anywhere within the borough and picking up passengers who have booked a journey through their app.

If a person in Cheltenham accesses the Uber app, the app can locate the nearest driver and allocate this booking to the relevant operator (that also licenses the driver and vehicle). As long as Uber drivers are not actively touting for business, usually by engaging in conversation and approaching customers, they are operating legally.

If you have concerns regarding out-of-town licensed drivers picking up customers in, or waiting on, any taxi rank, please can you refer these complaints to the local authority who has issued the vehicle licence. If you are in a position to supply photographic evidence, they can issue points or a strike to the driver concerned.

Contacts:

- Gloucester City Council: licensing@gloucester.gov.uk
- South Gloucestershire: taxis@southglos.gov.uk
- Tewkesbury Borough Council: licensing@tewkesbury.gov.uk

If you think an Uber driver is picking up passengers without booking on the Uber app, please let us know by contacting us directly using licensing@cheltenham.gov.uk.

Apple Watch

At around 03:00am on Sunday 1st September, a male took a hackney carriage from the Promenade rank to an address in Broadoak Way, Hatherley. On arrival, he left an Apple Watch with the driver whilst he went into the house to get cash to pay his fare.

If you are the driver who was involved, or know who this may be, please make contact with Matt Morris ASAP at licensing@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
16th September 2024	25th September 2024
10th October 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.

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