



CHELTENHAM
BOROUGH COUNCIL

TRADE TIMES

For Hackney Carriage and Private Hire drivers.

Cross border hiring

Private hire vehicles can undertake bookings anywhere in England and Wales provided:

- The vehicle, driver, and operator are licensed by the same licensing authority.
- The booking is accepted by the operator within this authority, regardless of where the driver and vehicle are physically located at the time of booking.

This is commonly referred to as the 'triple licensing requirement' and causes issues to licensing authorities nationally.

For example, a customer can be stood on the High Street in Cheltenham and order a journey on an app (or telephone an operator in Gloucester, for example) and make a booking. A Gloucester licensed vehicle and driver can then be dispatched to fulfil this booking. This is lawful.

A change to national legislation would be required to address the issues of cross border hiring.

We do not have powers to restrict this type of cross border operation.

Reporting offences

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, their home authority can then issue points or a strike to the driver.

- Gloucester licensing@gloucester.gov.uk
- South Gloucestershire taxis@southglos.gov.uk
- Tewkesbury licensing@tewkesbury.gov.uk
- North Somerset licensing@n-somerset.gov.uk

If you think this car is picking up passengers without a booking, please let us know by contacting us directly 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	Local Knowledge Test
11th November 2024	5 November 2024
12th December 2024	27 November 2024
20th February 2025	
3rd April 2025	

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.

Loading bays

We have recently received complaints from drivers reporting out of town licensed vehicles parked in the 'loading only' bays at the rear of the Municipal Offices. Please do not park in these loading bays.

Enforcement officers conducted inspections of this area and noted that several Cheltenham licensed drivers were also sat waiting in their vehicles, often sat browsing through social media on their phones. All vehicles seen in the loading bay (out of town and CBC licensed) were asked to move on.

We ask that you all abide by the restrictions and, should you wish to, [report any issues or concerns](#) that you may have to the County Council On Street Enforcement Team.