



CHELTENHAM
BOROUGH COUNCIL

TRADE TIMES

For Hackney Carriage and Private Hire drivers.

Your Licensing team

There have recently been some changes to the Licensing team. The department is now fully staffed, and you may find yourself talking to our officers over the phone, by email, or out and about in the borough.

- **Licensing and Public Protection Manager**
Michelle Bignell
- **Senior Licensing Officer**
Jake Johnstone
- **Licensing Enforcement Officer**
Sarah Hughes
- **Licensing Enforcement Officer**
Matt Morris
- **Licensing Officer**
Craig Daly
- **Licensing Officer**
Jacob Doleman

Policy review

Throughout August and September we consulted on our revised taxi and private hire policy. The policy submitted for consultation, and any comments received, will be reviewed after Christmas by our new Licensing and Public Protection Manager, Michelle, and a further update regarding the review will be provided in the new year.

Fare rise survey

We would welcome feedback via our online survey from hackney carriage and private hire drivers alike concerning a potential fare rise in 2025. Feedback will be reviewed and any proposed changes of tariff will be consulted upon in the new year.

You can [respond to the survey via Microsoft Forms](#).

Uber and reporting offences

We have been working closely with Gloucester City Council and South Gloucestershire Councils regarding Uber. Please continue to report any issues regarding out-of-town licensed drivers or vehicles picking up customers from, or waiting on, a rank to their home authority:

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

Both Gloucester and South Gloucestershire are committed to following their enforcement policies such as issuing penalty points and giving warnings. They have also issued written advice to their trade.

Gloucester have confirmed that they have geofenced the ranks in the CBC area. This means that any Uber entering a rank will be alerted to Uber. The driver will also receive an alert that they are not permitted in that area.

If you have evidence that a private hire vehicle is picking up passengers without a booking, please let us know by contacting us directly at licensing@cheltenham.gov.uk.

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 lock' 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.

DBS certificates

On all DBS certificates, a workforce type is specified. For taxi and private hire work, the Council can only accept 'Other Workforce'. This is specified by Home Office guidance which outlines which checks should be conducted for the type of work someone may be carrying out.

For school contract work with the County Council, you will also need a DBS certificate stating 'Child and Adult Workforce'.

The checks that are carried out by the police and the information disclosed on the certificate are different depending on the type of workforce declared on the certificate.

DBS online update service

As a licensed driver, you must be subscribed to the DBS online update service. You can register more than one DBS certificate (for example your 'Other Workforce' and 'Child and Adult Workforce' certificates) on your account and only pay £13.00 per year.

Your card details used to subscribe to the update service must be kept up to date. If they expire, your subscription will end and you will be required to obtain new certificates.

The update service will enable us to carry out 6 monthly checks on your DBS certificate. This work will be completed in 2025.

Late Renewals

Please ensure that you submit your driver and vehicle renewal applications in good time. Any renewal applications that are made after the current licence expires will be refused and you will be unlicensed.

Any subsequent applications after expiry to relicence a vehicle or driver will be treated as a new application, and will be subject to the relevant policy requirements.

Social media use

Drivers should use social media responsibly and avoid posting politically sensitive material. We licence drivers from many different backgrounds, none of whom should feel excluded based upon differing political beliefs.

Social media should be used to unite drivers, and to provide an exclusive arena for you to share information relating to the profession.

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

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
12th December 2024	11th December 2024
20th February 2025	8th January 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.