



# Taxi and Private Hire Trade Newsletter

Spring 2017

## Welcome to the Taxi and Private Hire Spring Newsletter.

For those of you that I haven't had the opportunity to meet, may I introduce myself? My name is Sarah Hall and I am the service director with responsibility for Public Protection services, which includes Licensing. I have been in post since September 2016, although I have worked for Luton Borough Council in various regulatory roles for 14 years. My background is in Trading Standards although I also have experience in managing a range of other regulatory services. My responsibility is to ensure that all regulatory services are run in an efficient way, that we comply with the principles of fair and transparent enforcement and act in accordance with Council procedures.

We know how important the success of your trade is to the economy of the town and we hope these newsletters will help improve dialogue between you and us, as the licensing authority.

It has been an interesting time to take on this role. I recognise the impact the change in provider at the airport has had on all elements of the trade. In addition the ongoing development

of Internet-enabled business applications has led to increased competition across the town. With this in mind we have arranged a trade seminar to which you are all invited. The full list of speakers is still to be confirmed but our aim is to have an independent legal licensing expert delivering an update on relevant licensing law and taking your questions. There will be a speaker from the field of business development and a speaker with experience in developing online booking applications. We hope these speakers will be able to address some of the issues you have raised with us through your trade representatives. Exact event timings will be sent out soon.

Please Save the Date for this  
**Luton Licensed Trades Event**  
**26 April 2017**  
Bedfordshire University Luton Campus

## Equality Act 2010 S165 & S167

On the 6th April 2017 the remaining parts of Sections 165 and 167 of the Equality Act 2010 will come into force.

Section 165 places duties on drivers of designated wheelchair accessible taxi's and private hire vehicles. These duties include:

- to carry the passenger while in the wheelchair;
- not to make any additional charge for doing so;
- if the passenger chooses to sit in a passenger seat to carry the wheelchair;
- to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
- to give the passenger such mobility assistance as is reasonably required.

Section 167 permits a Licensing Authority to maintain a designated list of wheelchair accessible taxi's and private hire vehicles.

**The Equality Act 2010 can be viewed at**  
[www.legislation.gov.uk](http://www.legislation.gov.uk)

Please have a read of the Act and understand the duties required of drivers under this legislation. If you have any questions, you can contact a member of the team in the Licensing Service at any time.

Tel: **01582 546040** or email:  
**licensing@luton.gov.uk**

## Town centre issues

We recognise there are congestion issues developing in the town centre and colleagues in the highways department are carrying out a borough-wide review of traffic restrictions.

Please be aware that there are a number of pedestrian zones in the town centre, specifically Manchester Street, George Street, Bridge Street and Guilford Street. These areas are well signed, but just to remind you, they have a 'no waiting' restriction 24 hours a day, 7 days a week. No vehicle can enter the zone between 10am and 6pm and outside these hours access is permitted for the purpose of loading and unloading commercial vehicles only.

Remember that double and single yellow line restrictions allow you to pick up and drop off passengers - waiting is not permitted.

## Don't get caught out!

It's to the benefit of all Hackney Carriage drivers that the ranks we have are well used and there is a good flow of taxis through the ranks. There have been some cases recently when drivers have left their taxi parked on the ranks when taking toilet breaks or to run other errands. This is unfair to other rank users and against Council policy.

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Please be considerate to other users and park your vehicle legally if you need to leave it for any period of time.

## Private hire roof signs

We have noticed that a large number of private hire vehicles are now displaying roof signs that don't comply with the licensing conditions. Over the coming months we will be advising owners of non-compliant vehicles that they must replace their roof signage.

If you need to replace the roof sign then the standard roof sign that is compliant is the "AERO" design (see below) and the dimensions of a 24" Aero Roof Sign will normally meet the licence conditions.



## Recent enforcement actions

The licensing team carries out a number of checks to ensure that drivers who don't comply with licensing laws or conditions don't have an unfair advantage over those who stick to the rules. We are going to start to publicise all our enforcement actions in future newsletters. Below are the most recent. Please note that if we take action against an out of borough driver we always inform their home authority licensing service so that they can also consider imposing a sanction.

### Recent enforcement actions

Issue	Council Response	Home Authority Action
Touting	Caution and referral to Central Beds	Revocation
Plying for Hire/ No insurance	Prosecution - £1,227 fine and 6 points	N/A
Touting	Caution and referral to East Cambs	Revocation
Touting	Caution and referral to PCO	Review for revocation
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We hope you have found this newsletter helpful. If there is anything you would like to see in the next edition please email: [licensing@luton.gov.uk](mailto:licensing@luton.gov.uk)



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