

# FARE BUSINESS

NEWS, INFORMATION  
AND LEGISLATION  
FOR BURNLEY TAXI  
AND PRIVATE HIRE  
TRADE AND USERS





# Welcome to the third issue of FARE BUSINESS, the newsletter for the Burnley taxi and private hire trade and their users.

It is also available online at [www.burnley.gov.uk/farebusiness](http://www.burnley.gov.uk/farebusiness)

Burnley Council has a range of powers and duties. It licences hackney carriages, private hire vehicles, drivers and operators.

That's not all. It also licenses other people and premises including pubs, restaurants and nightclubs, sex shops, and charitable collections.

A visit to [www.burnley.gov.uk/business/licensing/taxi-and-private-hire](http://www.burnley.gov.uk/business/licensing/taxi-and-private-hire) will help guide you through any of the application processes and allow you to download all forms.

Hard copies are also available from Contact Burnley in Parker Lane or by post, e-mail and telephone, as follows:

Licensing Unit,  
1st Floor,  
Parker Lane Offices,  
Burnley,  
BB11 2DT

T: 01282 425011  
F: 01282 477306  
E: [licensing@burnley.gov.uk](mailto:licensing@burnley.gov.uk)



## COMPLIANCE CORNER

In April as a result of complaints from hackney carriage drivers, private hire operators and members of the public, an operation was undertaken to detect drivers plying for hire and using their vehicles with no insurance. Fourteen drivers were reported by Burnley Council enforcement officers. Three operators were reported for failing to keep records and two other individuals were reported for aiding and abetting drivers, and obstruction. The results of the prosecutions will be published when all the cases have concluded, hopefully in the next edition of this newsletter.

### SPOT CHECKS

In August Burnley Council, in partnership with Lancashire Police, conducted spot checks on licensed vehicles in Burnley. Nine vehicles were inspected at a local testing station and eight were suspended from use after being detected with two or more major faults. One driver received a fixed penalty ticket for having a defective tyre.

### SUSPENSION

In November a further operation was mounted and 14 vehicles were taken off the road after being found with two or more major faults when inspected at a local testing station.

## TOP 10 TIPS FOR AVOIDING ENFORCEMENT ACTION

- 1 Wear your badge.
- 2 Check your vehicle is suitable for use on the road. Examine and check tyres, lights, wipers, seat belts, oil and water.
- 3 When you start to drive the vehicle report any concerns you may have about it to your operator. If you think that it is dangerous then DON'T use it.
- 4 Check that you have the correct signage displayed on your vehicle's doors.
- 5 Check that your vehicle is clean.
- 6 If you attend the town centre for a customer then please ensure you have their name.
- 7 Do not sound your horn when collecting customers.
- 8 Do not cruise around the town centre touting.
- 9 Please be considerate to your customers.
- 10 If any of your personal details change then notify the council immediately.

# LAW COMMISSION UPDATE

**The Law Commission has published its long awaited report and draft bill on taxi law reform.**

The new law will apply across England and Wales.

The main areas of interest are as follows.

In the case of a refusal to grant, suspend, or revoke a licence, the applicant/licensee will have the option of requiring the licensing authority to reconsider its decision, or appealing to the magistrates' court.

The two tier system will be retained. The two different types of vehicles will be called taxis and private hire vehicles. Both will usually be licensable to carry up to eight passengers, but it will be possible to have an "opt in vehicle" (either a taxi or PHV) which will be able to carry between nine and 16 passengers.

Only taxis will be able to take what are to be called "there and then" (TAT) hirings.

When carrying passengers, a PHV must have been booked via a despatcher (the term private hire operator is consigned to history) who must be licensed. Despatchers must make and keep booking records and provide information about the fare to a hirer on request.

Drivers' licences will last for three years, vehicle licences will last for one year and despatchers' licences will last for five years.

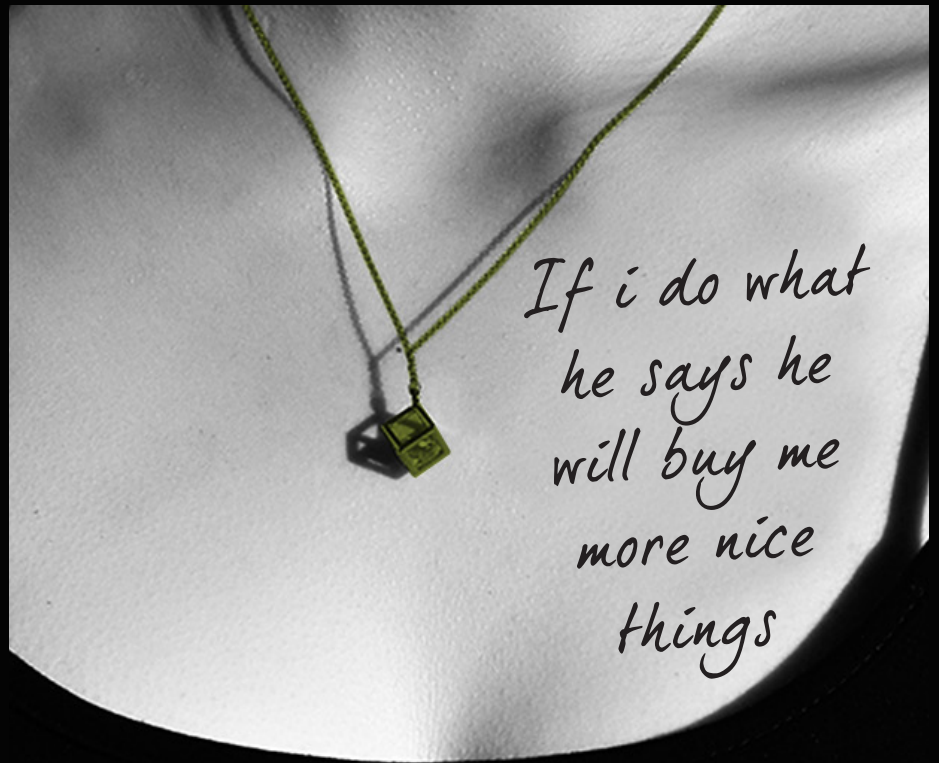
All licences can be suspended or revoked by the issuing authority for breach of condition, failure to comply with the (new) Act or any other reasonable cause. If necessary in the interests of public safety, such action can take immediate effect (for all licence types, not simply drivers).



# SAFEGUARDING

## THE GOVERNMENT'S APPROACH TO TACKLING SEXUAL VIOLENCE

The abuse of children and vulnerable people is an abhorrent crime, no matter when, or where, it occurs. We are committed to tackling it, in whatever form it takes. Recent harrowing court cases involving the sexual exploitation of children have highlighted that there is more we can do to tackle these appalling crimes and protect child victims. It is clear that the recent cases in Rochdale and Rotherham raise a number of important issues not just for the government, but for social services, the police and the criminal justice system in how we protect our children. But they also include important lessons for how we safeguard vulnerable people more widely and how our systems treat victims of some of the worst types of crime. Good progress is being made but more needs to be done. That is why this Government has taken urgent steps to review what more we can do to improve our response to combat sexual violence against children and vulnerable people.



**CHILD SEXUAL EXPLOITATION**  
**THE MORE YOU KNOW THE MORE YOU SEE**



## WHAT CAN YOU DO?

Operators in private hire companies can make their drivers aware of how to report things that concern them and provide them with an information card circulated to them by the council.

Get your drivers to read the article in the December 2013 newsletter carefully and if they have any concerns about a child or vulnerable person then get them to do the right thing and report it.

You could also request that people who work at your base, like the despatcher, are required to undertake a DBS check, if they are not licensed as a driver.

Taxis operating within Burnley are mainly operated in a safe manner, but there are a number of things you can check to ensure your taxi journeys are as safe as possible.

### HAIL A TAXI

Hackney carriages or 'black cabs' can be hired from designated ranks or hailed (flagged down) in the street. They can also be pre-booked through a licensed operator. The vehicles are purpose-built London style cabs.

Hackney carriages are also tested a minimum of twice a year to ensure they are roadworthy. All Hackney carriage drivers have an identification badge, and have regular police checks and medicals.

### AVOID UNMARKED PRIVATE HIRE VEHICLES

Bogus or rogue private hire vehicles or whatever you want to call them - please avoid them. These vehicles will not be displaying official identification marks - no door stickers and/or an identification plate.

The vehicles can be un-roadworthy and, if you were to be involved in an accident, you will not be insured.

### BOOK A PRIVATE HIRE VEHICLE

Private hire vehicles must be pre-booked through a licensed operator (this means that you cannot flag one down). These are usually standard cars, but can be minibuses.

They have identification stickers on both front doors and a white and green identification plate on the rear of the vehicle. A private hire vehicle is also tested a minimum of twice a year to ensure it is roadworthy.

As with Hackney carriages, each driver will have an identification badge and has regular police checks and medicals.

### HOW TO AVOID GETTING INTO AN UNMARKED TAXI

- Go to a rank, hail or book a licensed hackney carriage, or book a private hire vehicle through a licensed operator at one of the offices
- Check that the door stickers and identification plate match the vehicle details
- Make sure the driver shows you his badge and that the photo is a true likeness
- Be safe - only use licensed hackney carriages and licensed private hire vehicles!

# TAXI SAFETY TIPS

# HACKNEY CARRIAGE VEHICLES

## PERMITTED VEHICLE TYPES

- Traditional LTI black cabs
- Mercedes Vito Taxi
- Mercedes Benz M8 Hackney.  
(similar to Vito taxi but without 4 wheel steering)
- Peugeot E7 (SE Model) by Allied Vehicles



## LOWER AGE LIMIT (NEW APPLICATIONS)

3 or 4 years - Determined by the emissions standard of the vehicle. In practice it will be 4 years until further notice

## UPPER AGE LIMITS

Vehicles licenced prior to 11/4/14 12 Years

Vehicles licenced from 11/4/14 10 Years

Where exceptional condition is met 15 years

Written off vehicles Replaced with a vehicle up to the age of that written off, up to the 10 year limit.

## LIST OF APPROVED TAXI AND PRIVATE HIRE TEST STATIONS IN BURNLEY

### Lancashire County Engineering Services

Brindley Close,  
Network 65 Business Park,  
Hapton, Burnley

Tel: 01282 448873

Opening Hours:  
Monday to Friday 07.30 to 14.45.  
Saturday 07.00 to 10.00

### Marshall's Motor Engineers

Unit 2 Kitchen's Garage,  
Trafalgar Street Service Station,  
Trafalgar Street,  
Burnley, BB11 1TQ

Tel: 01282 428100  
Mob: 07860422843  
Email: sales.marshalls@live.co.uk  
Fax: 01282 459167

Opening Hours:  
Monday to Friday 08.00 to 18.00  
Saturday 08.00 to 12.00

### CK Motors

Unit 7 Chestnut Business Park,  
Smallshaw Lane, Burnley BB11  
5SQ.

Tel: 01282 455702  
Email: ck@ckmotors.co.uk  
Fax: 0872 1105476

Opening Hours:  
Sunday to Friday 08.30 to 22.00.  
Saturday 08.30 to 13.00

### Evans Halshaw

Eastern Avenue,  
Burnley BB10 2AP

Tel: 01282 425991  
Mob: 07855313383  
Email: simon.hackney@  
evanshalshaw.com

Opening Hours:  
Monday to Friday 08.30 to 16.30  
Saturday 08.30 to 12.30

### Bates Car and Commercial

Park Road,  
Padiham, BB12 7AN

Tel: 01282 779993  
Fax: 01282 773106

Opening Hours:  
Monday to Friday 08.00 to 18.00  
Saturday 08.00 to 13.00

# QUALIFICATION TRAINING

Burnley Council requires that all applicants for private hire and hackney carriage drivers' licences to successfully complete an approved taxi driver training course within 12 months of being granted their first licence.

Anyone who fails to complete a course will have their licence suspended until such time as they can successfully complete the course.

## COURSES THAT ARE CURRENTLY APPROVED ARE:

- Driver's VRQ2 (BTEC) course for Transporting Passengers by Taxi and Private Hire or...
- NVQ2 in road passenger vehicle driving.
- There are currently two colleges offering training as follows: Accrington and Rossendale College. Contact Peter Thomas on 01254 354401. Trinity Business Training at Salford City College. Contact Samantha Lindsay on 0161 631 5555

## REPORTING A CHANGE OF CIRCUMSTANCE

If any of your personal details change then please notify the council immediately. This prevents personal correspondence being sent to the wrong address.

If you change your operator then please complete the necessary documentation, get it signed or stamped by your new base operator and take it to the Contact Centre in Parker Lane Burnley. You do not need an appointment.

## CONVICTIONS

All convictions, cautions, warnings and reprimands, irrespective of age, remain 'live' for the purpose of a Hackney Carriage or Private Hire Vehicle Drivers Licence as they are exempt from the concept of 'spent' convictions under the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. In practice this means that all convictions and cautions may be taken into consideration when determining the 'fit and proper' person test. All drivers are reminded that they also need to inform the council if they are convicted of any offences, receive a caution, warning or reprimand after obtaining a licence and throughout its duration.

Failure to disclose any convictions, cautions, warnings or reprimands is likely to result in your application being refused or an appearance before the licensing committee.



FOR MORE INFORMATION CONTACT:

BURNLEY COUNCIL  
LICENSING UNIT,  
1ST FLOOR,  
PARKER LANE OFFICES,  
BURNLEY, BB11 2DT  
TEL: 01282 425011

EMAIL: [LICENSING@BURNLEY.GOV.UK](mailto:LICENSING@BURNLEY.GOV.UK)

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