

**Manchester City Council
Report for Information**

Report to: Licensing and Appeals Committee – 26 March 2018

Subject: Taxi Compliance Quarterly Report

Report of: Head of Planning, Building Control and Licensing.
Deputy Chief Executive [Neighbourhoods]

Purpose of Report

To inform the Committee of the compliance work undertaken by the Licensing Unit for the following reporting period:

- October – December 2017

Recommendations

That members note the report.

Wards Affected: All

Manchester Strategy Outcomes	Summary of the contribution to the strategy
A thriving and sustainable City: supporting a diverse and distinctive economy that creates jobs and opportunities	Demands and encourages compliance with legal requirements, therefore raises standards and public confidence in licensed vehicles with the potential to increase the public use of these services which benefits the City economy. Supports a safer night time economy in the City for visitors and residents as part of the overall transport offer.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Effective regulation of Manchester licensed taxi and private hire drivers raises the standards of those operating within this part of the public transport industry, and promotes a world class fleet.

A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Manchester strives to have a world class taxi fleet that promotes equality and confidence to those living in, working in and visiting our City.
A liveable and low carbon city: a destination of choice to live, visit and work.	Effective regulation of vehicle conditions ensures compliance with current emissions policies. Compliance activity provides a visible and reassuring presence to the public and serves to deter non-compliant and illegal taxi activity. All activity aims to ensure public safety and support Manchester as safe destination that people choose to live, visit and work in.
A connected city: world class infrastructure and connectivity to drive growth	An effective compliance regime supports the ambition for a world class fleet and one that will assist economic growth.

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

Operation Aztec that has been the subject of a previous report to the committee is wholly funded by the Licensing Unit

Financial Consequences – Capital

None

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1.0 Introduction

- 1.1 This report provides the committee with information in respect of compliance work undertaken by the Unit during October - December 2017.
- 1.2 As previously reported more detailed information on the outcome data from complaint investigations will be incorporated into future reports, once the compliance case management module and linked reports are live within the Uniform system. This module is currently undergoing off line testing and should be available soon.

2.0 Investigating Complaints Performance

- 2.1 The Compliance Team receives complaints/reports (from members of the public and the trade) against both Hackney Carriage and Private Hire licence holders, which are logged and allocated a unique reference number in chronological order.
- 2.2 All complaints are investigated with licence holders (where permission is required by the complainant, this is sought prior to investigations proceeding), who are given the opportunity to respond to any allegations made against them. All complaints are recorded against licence holder records, noting both the allegation and drivers response, where we are satisfied that drivers have been correctly identified.
- 2.3 Complaints can result in one of the following outcomes:
- No further action (generally due to a lack of evidence or complainant/witness not supporting action)
 - Advice given
 - Formal Warning
 - Referral to Officer Panel or Sub-Committee
 - Prosecution
- 2.4 The outcome data of these investigations is not yet available but will be incorporated into future reports once the system testing is complete. However, Table 1 below details the number received by category and provides quarterly comparisons:

Table 1 – Complaints received by Qtr and comparisons

Complaint Category	Qtr 3 (16- 17)	Qtr 4 (16- 17)	Qtr 1 (17- 18)	Qtr 2 (17- 18)	Qtr 3 (17- 18)	Last Qtr	Same Qtr last year
Fare, Route or Meter Issue	58	68	63	80	89	+9	+31
Traffic Incident (non-passenger)	88	83	82	96	94	-2	+6
Driver Conduct	40	15	23	20	21	+1	-19

Driving Matter (from passenger)	6	5	8	5	3	-2	-3
Refusal Of Hire	13	9	12	3	15	+12	+2
Operator or Booking Issue	6	16	10	12	18	+6	+12
Illegal Ply	16	9	10	17	16	-1	0
Licensed Driver Dispute	5	11	6	8	14	+6	+9
Driver Knowledge	6	1	6	3	2	-1	-4
Disability Issue	4	2	1	2	3	+1	-1
Other	44	36	21	39	46	+7	+2
Total	286	255	242	285	321	+36	+35

2.5 Table 1 shows an overall increase in complaints received in Qtr 3 17/18 compared to Qtr 2 17/18 and approximately the same level of increase compared to the same Qtr last year. Whilst our long term objective is to work with the trade to ensure higher standards of customer service and ultimately reduce the number of complaints from residents and visitors to the City, the general increase seen over the past 12 months was anticipated and is viewed as a positive result of service improvements aimed at:

- Ensuring the wider public are more aware of how to report issues and find it more accessible to do so – particularly with regards to disability related issues
- Improvements in response and investigation times and quality should generate more complaints as people see more value in doing so

3.0 Proactive Checks and Operations

3.11 Routine checks are carried out on both day and night shifts at various locations across the City, including railway stations, the airport, hospitals and supermarkets. Every vehicle interaction shown in the tables below also includes a driver check.

Table 2 – Proactive checks conducted by Qtr

Vehicle and Driver Type	Qtr 4 16/17	Qtr 1 17/18	Qtr 2 17/18	Qtr 3 17/18	Total	% of total
Manchester Hackney	283	465	461	447	1656	30%
Manchester Private Hire	437	575	487	490	1989	36%
Other licensed drivers checked in Manchester	465	498	432	481	1876	34%
Total	1185	1538	1380	1418	5521	

3.12 Proactive checks and investigations can result in one of the following outcomes:

- Advice given
- Formal warning
- Compliance Notice
- Suspension Notice
- FPN
- Referral to Sub-Committee
- Prosecution

3.13 Notices

Table 3a – Notices issued

Vehicle Notices Oct-Dec 2017 Defect Type	Compliance Notice		Suspension Notice		Total
	PH	HC	PH	HC	
Tyres	2	0	1	1	4
Bodywork / Interior	1	0	4	0	5
Electrical	1	3	1	1	6
Mechanical	0	0	1	0	1
Vehicle Other (Conditions e.t.c.)	4	0	17	0	21
Driver Matter	0	0	3	0	3
Total	8	3	27	2	40

3.14 FPNs

FPNs are issued to any drivers smoking in a licensed vehicle, including drivers licensed by other authorities who are visiting or working within the City boundaries (although this information isn't currently recorded separately).

Table 4 – FPNs issued by Qtr

Smoking Fixed Penalty Notices	Q4 16/17	Q1 17/18	Q2 17/18	Q3 17/18	Total
Licensed Drivers (From All Authorities)	19	18	22	22	81

Prosecutions

Prosecution cases, on average take anything between 6 to 12 months to be concluded at Court. The most common offence types are:

- Ply for hire (and associated no insurance charge)
- Unlicensed
- Failure to wear ID
- Refusal to hire / carry passengers

The Committee and trade representatives have identified that illegal ply for hire is a priority for the City. The table below is a breakdown of referrals made by the compliance team for prosecution, identifying how many of those cases are for illegally plying for hire.

Table 5 – Summary of prosecutions by Qtr

	Cases referred for legal action	Number of which were Ply for Hire	Pending Trial	Number of which successful
Q4 16/17 (Jan – Mar 2017)	18	14	0	11
Q1 17/18 (Apr – Jun 2017)	7	6	2	5
Q2 17/18 (Jul – Sep 2017)	7	7	6	3 (to date)
Q3 17/18 (Oct – Dec 2017)	5	4	5	0 (to date)
Annual Totals	37	31	13	9

3.15 Operations

3.6.1 The Compliance Team participate in a number of joint agency operations targeting both the day and night time Hackney Carriage and Private Hire trades. The Committee will already be aware of Operation Aztec which takes place monthly at night with dedicated GMP Traffic Officers working alongside Compliance Officers. Vehicle Examiners from DVSA [Driver and Vehicle Standards Agency – formerly VOSA] also regularly attend these night time operations, and more recently enforcement officers from other authorities (including Rossendale) have been attending also.

3.6.2 Licensed vehicles are generally stopped at random at a chosen check site location. It is usual to work from different locations throughout the operation and the system is flexible so a check site can be shut down and moved very easily as necessary. Police patrol vehicles, both marked and un-marked are available and assigned to the operation and are used to carry out mobile working, targeting vehicles of interest. In addition to gathering evidence of criminal offences, vehicles and drivers found to have compliance issues are served relevant notices and follow up action is taken to ensure defects are rectified.

3.6.3 Compliance Officers work closely with GMP colleagues and therefore also organise and support GMP on ad hoc operations in key locations across the City, including the airport or in response to emerging issues.

The tables below set out the number of vehicles stopped and checked during the course of each operation.

Table 6 - Operation Aztec Outputs

	Date	Total	Outputs					
			Manchester HC	Manchester PH	Other licensed checked in Manchester	Total	Compliance Notice	Suspension Notice
Qtr 4	21 Jan 17	15	55	32	102	0	3	0
	11 Feb 17	29	47	32	108	11	8	1
	25 Mar 17	13	51	76	140	0	5	0
Qtr 1	None							
	None							
Qtr 2	19 Aug 17	36	6	31	73	4	5	2
	9 Sep 17	47	93	56	196	11	4	0
Qtr 3	28 Oct 17	22	46	44	112	1	6	0
	4 Nov 17	13	61	75	149	13	7	0
	25 Nov 17	42	31	52	125	7	3	1
	16 Dec 17	17	30	31	78	1	3	1
	22 Dec 17	24	29	65	118	3	3	1
Total		258	449	494	1201	51	48	6

4.0 Senior Officer Panels and Licensing and Appeals Sub-Committees

4.1 Where on a new or renewal application (or during the currency of a licence) an individual has any convictions, cautions or other matters that require further consideration, these are, under the delegated authority of the Council, referred to either The Panel or Sub-Committee.

4.2 The Panel consists of a Senior Officer (normally a Principal Licensing Officer or the Licensing Unit Manager) accompanied by a legal adviser from City Solicitor's office. Applicants are invited to a Panel hearing, where a solicitor, trade union representative or friend, may accompany them or speak on their behalf.

4.3 The Sub-Committee consists of three Councillors selected from the full Licensing and Appeals Committee accompanied by a legal adviser from City Solicitor's office and a Governance Officer. Applicants are invited to a Sub-Committee Hearing, and may be accompanied by a solicitor, trade union representative or friend, to accompany them or speak on their behalf.

4.4 Where applicants are aggrieved by the decision of the Panel, or Sub-Committee to refuse, revoke or suspend a licence they have the right of appeal to the Magistrates' Court.

4.5 Performance

4.5.1 The tables below show the number of cases referred to either Panel or Sub-Committee within October – December 2017, broken down by offence category and detailing the outcomes:

4.5.2 Table 8 – Summary of cases referred to the Panel and outcomes Qtr 3 Oct-Dec 2017

Senior Officer Licensing Panel October – December 2017												
Offence Category	New Application			Current Licence Holder				Renewal			Total	
	Granted	Granted with Refused to Grant	Refused to Grant	No Further Action	Warning Given	Revoked	Suspended	Granted	Renewed with Licence	Refused		
Dishonesty	0	0	0	0	0	0	0	0	0	0	0	0
Major Motor Offence	0	2	1	0	1	0	0	0	0	1	0	5
Intermediate Motor Offence	0	0	0	1	1	0	0	0	0	0	0	2
Totting Up	0	0	1	0	0	0	0	0	0	0	0	1
Total	0	2	2	1	2	0	0	0	0	1	0	8
Appeal												

4.6 Table 9 - Summary of cases referred to Licensing and Appeals Sub-Committee and outcomes Qtr 3 Oct-Dec 2017

Sub-Committee October – December 2017												
Offence Category	New Application			Current Licence Holder				Renewal			Total	
	Granted	Granted with Refused to Grant	Refused to Grant	No Further Action	Warning Given	Revoked	Suspended	Granted	Granted	Refused		
Drugs	0	1	0	0	0	0	0	0	0	0	0	1
Sex Offence	1	0	0	0	0	0	0	0	0	0	0	1
Violence	0	4	0	0	0	1	0	0	0	0	0	5
DBS Info	0	0	0	0	0	0	0	0	0	0	0	0
Dishonesty	0	0	1	0	0	0	0	0	0	0	0	1
Totting Up	0	0	0	0	0	0	0	0	0	0	0	0
IN10 /Ply for Hire and Complaints	0	0	0	0	0	4	1	0	0	0	0	5
Major Traffic Offence	0	0	0	0	0	1	0	0	0	0	0	1
Miscellaneous	0	0	0	1	0	0	0	0	0	0	0	1
Total	1	5	1	1	0	6	1	0	0	0	0	15
Appeal	0	0	0	0	0	3	0	0	0	1	0	4

5.0 Panel and Sub-Committees

- 5.1 The following paragraphs provide a brief overview of cases and decisions taken by the Panel or Sub-Committee that were made outside of the Council's Statement of Policy and Guidelines in relation to the relevance of convictions, formal cautions, complaints and/or other matters.

With each case, the Panel or Sub-Committee take into consideration the content of the report, any additional evidence presented at the hearing and statements made by all representatives.

The 'Reason' stated in each case is the presenting issue that prompted the referral to either Panel or Sub-Committee. The explanation provides as much information as possible, without providing specific details.

5.2 Dishonesty – (0) Senior Officer Licensing Panel

5.3 Major Motoring Offence (3) – Senior Officer Licensing Panel

- (1) Review of a Hackney Carriage and Private Hire driver's licences.

Reason: Motoring convictions CD10 (driving without due care and attention)

Decision: Warning Issued.

Explanation: The driver explained that working as a licensed driver for Oldham he had dropped a fare off at Trafford Park, on heading back to Oldham he saw the motorway was busy, and decided to head through Old Trafford, at White City roundabout he missed a red traffic light and hit another vehicle. The driver stopped and reported accident to Police. The Driver pleaded guilty at court. The Senior Officer departed from the guidelines issuing a warning, no injuries, and isolated incident with no other convictions.

- (2) Application for a New Private Hire driver's licence.

Reason: Three motoring convictions, AC10 (failing to stop) CD10 (driving without due care) and AC20 (failing to give particulars/report an accident).

Decision: Granted with a Warning.

Explanation: The applicant stated that he driving towards a roundabout, when stones were thrown at his vehicle he was distracted, and came into contact with a pedal cyclist. The applicant spoken with cyclist who said they were ok, so he left the scene. Later Police arrived at his property and he was charged with the offences, the cyclist claimed his knee was injured. The Senior Officer decided to depart from the guidelines, almost outside the guidelines, isolated incident, no other offences, granted with a warning.

- (3) Application for a New Private Hire driver's licence.

Reason: SP30 (speeding) which resulted in 6 Penalty Points

Decision: Granted with a Warning.

Explanation: The applicant explained that whilst working under Rossendale licence he picked up a fare in Salford to go to the airport, the passenger said they were in a hurry to catch a flight. The applicant told them he could not speed, but they put him under a lot of pressure and the driver ended up doing 68mph in a 40 zone. The driver was remorseful, and had no other offences, and wanted to work for Manchester. The Senior Officer decided to depart from the guidelines as applicant was honest, the incident was isolated and almost outside policy.

5.4 **Intermediate Motoring Offence (1) – Senior Officer Licensing Panel**

- (1) Review of a Hackney Carriage and Private Hire driver's licences.

Reason: Two motoring offences SP30 (speeding) received in a two week period.

Decision: Warning Issued

Explanation: The driver explained that he was in his private vehicle in Ormskirk, where he was caught by speed camera twice, driver regrets the incident and realises he should have been more alert. The Senior Officer departed from the policy as almost outside of guidelines and private vehicle involved in both offences.

5.5 **Totting Up – Senior Officer Licensing Panel (0)**

5.6 **Violent Offences – Licensing and Appeals Sub-Committee (4)**

- (1) Application for a New Private Hire Drivers Licence

Reason: Caution for Common Assault.

Decision: Granted with a Warning

Explanation: The applicant stated that his wife wanted to take their children to Kurdistan, the applicant thought it wasn't safe to do so, an argument arose and the applicant pulled his wife's hair, but denies hitting her. The applicant's son phoned the Police, because he was frightened, the applicant was offered a caution and only accepted as he thought it wouldn't go on his record. He and his wife are still together and have been for nearly 30yrs. The Committee were concerned with the allegation of domestic assault, however noted that the incident was not work related and had stemmed from an emotional exchange.

- (2) Application for a New Private Hire Drivers Licence.

Reason: Carrying an Offensive Weapon

Decision: New application Granted with a Warning

Explanation: The applicant stated that he was lending a friend a machete, which he placed in his vehicle. As he drove to his friends to drop off the machete the police stopped because they thought he was using his mobile phone, they spotted the machete, and charged him with 'carrying an offensive weapon'. The Committee had concerns as to the nature of the offence, but accepted this as an isolated incident and there were no more convictions on record.

- (3) Review of a Private Hire Drivers Licence

Reason: Conviction for Battery.

Decision: Warning Issued

Explanation: The driver stated that during a verbal argument with his wife, he pushed her but denies hitting her. Police were called and he was arrested for battery, he pleaded guilty at court to save any stress. The driver produced letter of support from wife and told the hearing he and his wife are happy and expecting another child. The Committee felt it was out of character and noted support from his wife, isolated incident, with a good history of conduct.

- (4) Application for a New Private Hire Drivers Licence.

Reason: Conviction for Criminal Damage

Decision: Granted with a Warning

Explanation: The applicant stated that during an argument with his wife while in their garden she ran into the house and locked the door. The applicant couldn't get into the house so he kicked the backdoor in, causing damage. The applicant's wife thought she'd teach him a lesson and phoned the Police, expecting him to receive a ticking off, but he was arrested and charged with criminal damage. The Committee accepted the applicant's behaviour was out of character, and his wife had regretted calling the Police.

5.7 **Sex offences – Sub-Committee (1)**

- (1) Application for a New Private Hire Drivers Licence

Reason: Allegation of sexual assault on a female aged 15yrs.

Decision: New Application Granted.

Explanation: The applicant was working in a shop, some young girls who regularly came in the shop, came in trying to buy cigarettes. The applicant

refused as the girls were underage, one of the girls asked if she could have a hug as it was New Year's Eve, and went behind the counter. The applicant said 'no you're not allowed', and pushed the girl away. The group then left the store. Soon after the Police arrived and arrested the applicant, although no charges were issued and no court appearance necessary. The Committee accepted the applicant's explanation, and that he was open and consistent in his account of the alleged incident.

5.8 **Drugs (1) – Sub-Committee**

- (1) Application for a New Private Hire driver's licence.

Reason: Possession of controlled drug

Decision: New Application Granted with a Warning.

Explanation: The applicant explained that he was involved with the wrong crowd at the time and he no longer associates with them, the conviction was almost 10 years ago. He stated that he was now married with young children and that he wanted to be a private hire driver for the flexibility to allow him to be with his family. The Committee accepted the convictions were now nearly 10 years ago and there had been no other convictions since then.

5.9 **Miscellaneous Sub-Committee (1)**

- (1) Review of a Hackney Carriage driver's licence.

Reason: Failure to supply a valid DBS certificate (licence suspended)

Decision: NFA Suspension Lifted.

Explanation: The driver stated that he was out of the country visiting his sick father when the Licensing Unit were trying to contact him regards payment for his DBS application, and correspondence was intermittent due to the internet signal. Due to communication issues the Licensing Unit suspended the driver's hackney carriage licence. The driver stated that when he returned he completed the DBS application and submitted this to the Licensing Unit. The Committee accepted the reason for the fee not being paid and that this was rectified on the drivers return, and that the driver has subsequently submitted a DBS certificate.

6.0 **Appeals (4)**

There were 4 appeals lodged against Sub-Committee decisions during October – December 2017.

- (1) Review of a private hire driver licence – revoked at Sub-Committee August 2017

The driver appeared before the Sub-Committee in respect of him having been prosecuted for offences of Ply for Hire and IN10 (using a vehicle uninsured against third party risks).

Appeal lodged at Manchester and Salford Magistrates Court against the revocation of a private hire driver licence listed for, 8 November 2017. Appeal heard 5 February 2018,

Decision of Court: Appeal dismissed.

(2) Renewal of a hackney carriage driver licence – refused at Sub-Committee July 2017

The driver appeared before the Sub-Committee in respect of him having his DVLA drivers licence revoked due to medical issues.

Appeal lodged at Manchester and Salford Magistrates Court against the refusal to renew a hackney carriage driver licence listed for 24 October 2017. Appeal heard on 18 December 2017:

Decision of Court: Appeal allowed.

However since appeal decision, medical opinion as to fitness of driver has been challenged and GP agrees that applicant does not meet Group II medical standard. Therefore licence not issued.

(3) Review of a private hire driver licence - Revoked at Sub-Committee September 2017

The driver appeared before Sub-Committee as he had a conviction for Ply for Hire and no insurance.

Appeal lodged at Manchester and Salford Magistrates Court against the revocation of a private hire driver's licence. Appeal heard on 15 February 2018.

Decision of Court: Appeal Dismissed.

(4) Review of a private hire drivers licence – Revoked at Sub-Committee December 2017

The driver appeared before Sub-Committee as he had a conviction for Ply for Hire and no insurance.

Appeal lodged at Manchester and Salford Magistrates Court against the revocation of a private hire driver's licence listed for full hearing on 21 May 2018.

7.0 Additional Report Content

- 7.1 The Committee will recall that a discussion took place during the 15 January 2018 meeting, in response to questions raised by Members around vehicles

licenced by Rossendale BC. Further to this discussion, a copy of a report has been obtained which has been produced by the Licensing Unit Manager at Rossendale BC. Full report attached as **Appendix A**. The report provides some details of the new Hackney Carriage policy which was agreed in November 2016. It goes on to state that as a result of the implementation of the revised policy the number of Hackney Carriages licenced by Rossendale has reduced by 56% from a figure of 2600 in 2016 to 1165 at the beginning of 2018.

8.0 Conclusion

- 8.1 The report has provided a summary of the activity of the Taxi Licensing Team in Quarter 3 of 2017/18 (October – December 2017). The information provides Members with an update and overview of the types of complaints received, proactive investigations, activity and legal applications to uphold high driver and proprietor standards in Manchester. It also demonstrates the type of work being carried out in regard to the large number of drivers and vehicles that are working in the city that are licensed by other Licensing Authorities.
- 8.2 Members are asked to note the report.

ROSSENDALE TAXI UPDATE

1. The adoption of the Taxi and Private Hire Licensing Policy in November 2016 introduced a wide range of changes to conditions affecting both drivers and vehicles.

- 2 **INTENDED USE POLICY.**

Although this policy was introduced in February 2016, the full impact is only now starting to take effect.

The period of grace which allowed existing licence holders one renewal after the introduction of the policy has now ended, and all hackney carriages now licensed by Rossendale BC should be predominantly working in Rossendale.

Intelligence led enforcement by Licensing Officers is continuing to ensure that licence holders comply with this condition. Joint working with officers from other local authorities, along with police, and VOSA staff is positively received and is having a significant impact on those who choose to work out of area.

An active policy of revoking the licences of those vehicles proved to be working remotely, and refusing to renew those licences which expire is continuing to reduce the numbers of hackney carriages licensed by Rossendale.

Currently the total number of hackney carriages licensed by the council stands at 1165 compared with 2600 in 2016, a reduction of 56%.

This figure is still higher than the sustainable number of vehicles required to meet the demands within the borough and work is continuing to ensure that the reduction in numbers continues over the coming months.

The impact of the Deregulation Act has seen a rise in the number of private hire vehicles licensed by Rossendale, and this figure now stands at 348. However this figure has now plateaued and the impact of other driver related conditions should see this trend maintained.

- 3 **KNOWLEDGE AND CONDITIONS TEST**

The new knowledge and conditions test has been running since June 2017 and is now being taken by all new and renewal drivers.

The test consists of 3 sections in part one; basic maths and English; conditions and bylaws and geographic knowledge of the Rossendale area.

Part 2 of the test, which is completed at a later date, is a two hour training session covering safeguarding, CSE and disability awareness. This is then followed by a short multiple choice test.

Since June a total of 640 new applicants and 160 renewal drivers have taken part one of the test.

The figures show that of all the renewal applications received 56 of these were from drivers working in Rossendale. Of these none have failed to achieve the required standard.

Of those who are based and work outside Rossendale, 85 % failed to achieve the required

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standards and consequently have had their application to renew refused.

Between 1st January 2018 and 31st December 2018 a total of 2128 hackney carriage drivers licences are due for renewal and this will see a substantial impact on the numbers of drivers who will remain licensed.

- 4 At Licensing Committee on 27th September 2017, members agreed to introduce the mandatory CCTV condition, and a slightly amended age policy, whilst allowing factory fitted tinted windows.

CCTV

The mandatory requirement for CCTV to be fitted in all licenced vehicles was implemented on 1st January 2018.

This applies to all new vehicles and all those applying for a renewal licence.

The system fitted in vehicles has to conform to Rossendale Councils system requirements, and must be fitted by an approved fitter, as listed on the council's website.

Currently this is limited to 3 companies, but is an open list which can be added to as necessary.

A system of grants and financial assistance is available to hackney carriage vehicle owners who work in Rossendale, provide evidence of doing so and satisfy the agreed criteria.

VEHICLE COLOUR

From 1st January 2018, there has been a requirement for all new and replacement hackney carriage vehicles to be white and all new and replacement private hire vehicles to be any colour except white.

There is no requirement for existing licensed vehicles to be re-sprayed, therefore the impact on the whole fleet while not be obvious for a number of years.

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