

TAXI FAQs

Why are you allowing taxis from other areas to be in the Town? You need to take enforcement action.

Legally a private hire vehicle that is licensed by the same Council that also licenses the driver and the operator can work anywhere in the country.

In these circumstances the Courts confirmed that drivers working for an app-based operator are not 'plying for hire', if they park up and show themselves available for work on the app.

There is no requirement for the driver to leave the area to return to the Council area where they are licensed, nor does the journey need to start or end in that area.

Currently the Council cannot take action to prevent taxis licensed elsewhere in the country from operating in Warrington.

Why doesn't the Council take action against private hire vehicle using hackney ranks?

The use of a hackney rank by any private hire vehicle is a criminal offence.

To consider taking legal action the Council must have sufficient evidence. This means the person who witnessed it must provide a statement and be prepared to attend Court to give evidence from the witness box.

The Council is required to investigate any alleged breach. This involves establishing the facts and gathering evidence. We must then make an assessment to see if a prosecution is a realistic possibility. This is done using our enforcement policy, which sets out the tests, and potential outcomes, depending on the circumstances of the case.

Parking enforcement team issue penalty charge notice for inappropriate use of the ranks. We will be carrying out some targeting of the ranks by civil enforcement teams.

Why don't you take more action to protect the interests of local drivers during Creamfields and protect customers from overcharging?

The Creamfields festival operates under a licence issued by Halton Borough Council, for which they receive a fee. They are responsible for all transport arrangements. They work with others to oversee the safety of the event. A priority is the safe and swift movement of people.

The festival operator employs people to oversee the drop off and pick up areas within the festival site. Warrington Borough Council has no enforcement powers over taxis on the festival site.

Warrington Borough Council each year provides advice and support to the festival operator, rail operators, festival goers on how to safely hail a taxi or book a private hire vehicle, likely costs, and how to complain, or to report concerns.

All complaints are investigated but if the vehicle or driver is licensed by another council there is limited action we can take, so these incidents and evidence are passed to the relevant licensing authority to investigate.

We have no powers to stop and inspect vehicles licensed by other Councils.

Why can out of town taxis use our bus lanes?

The Traffic Order currently in place restricts the use of the bus lanes but allows both private hire and hackney carriage vehicles to use the bus lanes. Traffic orders cannot be used to prevent out of town licensed taxi vehicles from using the bus lanes, and it must apply to all.

Other Councils only allow hackney carriage vehicles to use the bus lanes.

What is being done to enforce against out-of-town drivers who fail to drive safely in the town?

Reports of taxi vehicles being driven in a dangerous manner that poses a risk to other road users or pedestrians should be reported to the Police. Where the taxi or private hire vehicle is licensed by Warrington Borough Council, we will liaise with the Police over the incident. The Council can and does act against drivers it licences but cannot act against those licensed by another council.

The Council does not wish to enter into a joint enforcement agreement with any other Council, as they are responsible for the enforcement of their drivers.

Each Council has a complaint reporting system and enforcement teams who can investigate breaches about their licensed drivers, so we encourage witnesses to report concerns directly to the relevant licensing authority.

Why are there no taxi marshals?

Despite going out to tender it has not been possible to find an appropriate reliable provider, despite a doubling in price for the contract. Taxi Marshalling fees are no longer included within the fees charged. The Council has not passed on the full costs of taxi licensing for the last two years, in recognition of the pressures on drivers.