



**CHEL TENHAM**  
BOROUGH COUNCIL

# TRADE TIMES

**For hackney carriage and private hire drivers.**

## Policy update

**Cheltenham Borough Council's new taxi and private hire policy was approved by Cabinet on July 15 2025 and is now in effect.**

There are some key changes licensed drivers and operators should be aware of, including:

- Requirement for 6-monthly DBS checks
- Changes to medical assessment frequency
- All vehicles to be Euro 6 only on their 2026 renewal date
- Mandatory calendar controlled taximeters
- Like-for-like replacement vehicles permitted
- Approved roof sign dimensions in effect as of 1 January 2026

- One month age limit for fitness and MOT tests
- No meter certificate required on hackney carriage renewals
- Signage with details of how to make complaints mandatory in all licensed vehicles
- Changes to requirements for submitted operator records

A copy of the policy is available in full on [Cheltenham Borough Council's website](#). If you have any questions about the changes to the policy, or require more information on how these will affect you, please contact Licensing on [licensing@cheltenham.gov.uk](mailto:licensing@cheltenham.gov.uk).

## Card machines

**The new policy has also introduced a mandatory requirement for card machines to be installed in all licensed vehicles. This has come into effect as of 1 September 2025.**

All licensed vehicles should now have a card machine installed which is readily available for use by customers. Our enforcement team will be issuing sanctions for non-compliance without good cause, such as a loss of mobile data signal.

When you are using card machines, please ensure you are careful when inputting journey costs and to check these before charging your customer.

The requirement for mandatory card machines does not mean you are unable to accept cash if customers wish to make payment in this way. You must, however, ensure customers are able to pay with either cash or card, depending on their preference.

## Enforcement briefing

**We have become aware of an increasing number of incidents of non-compliance surrounding use of the hackney carriage ranks around the town.**

Private hire vehicles cannot pick up pre-booked customers on the rank. The Queens Hotel and The Ivy, however, remain hotspots where PHVs are often witnessed to be parked on the rank whilst dropping off or collecting passengers. Operators should find a way to communicate with their customers at these locations that the driver will wait in an alternative location away from the rank.

Hackney carriage drivers should ensure they are making good use of the ranks designated by Cheltenham Borough Council. You should avoid

forming unofficial ranks outside Popworld, Home and Botanic, and No. 131. Cheltenham Borough Council's adopted hackney carriage byelaws state:

*The driver of a hackney carriage shall, when plying for hire in any street and not actually hired -*

- *Proceed with reasonable speed to one of the stands appointed by the Council*

### Did you know?

It is an offence for any vehicle, other than a hackney carriage, to wait on a taxi rank. The offence carries a maximum penalty of £1000.00.

## Road closures

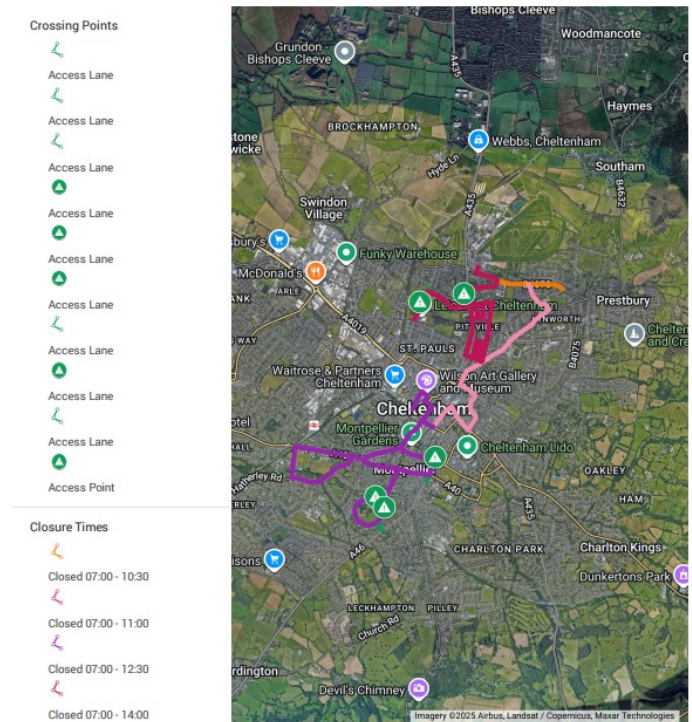
**Run Cheltenham will be taking place on 15 September 2025. As part of the event, there will be a number of road closures drivers may wish to be aware of.**

An interactive version of the [route map is available online](#), and drivers who have any questions about the road closures should contact [info@runcheltenham.com](mailto:info@runcheltenham.com) and [Ccstreetworks@gloucestershire.gov.uk](mailto:Ccstreetworks@gloucestershire.gov.uk).

The below roads will be used as part of the closure:

- A46 Bath Road - open to southbound traffic only
- The Park - access lane for residents
- A40 Lansdown Road - bus use
- Shelburne Road - bus use
- Tommy Taylors Lane - access lane for residents
- Evesham Road - access lane for residents

### Road Closures Run Cheltenham 2025



## Swanbrook availability

**Swanbrook have provided an update on their soonest available dates for MOT and fitness tests.**

They are now taking bookings for October onwards and have stressed that booking in advance is required. Please ensure that you leave ample time prior to any vehicle renewal to contact Swanbrook for an appointment so this does not delay your application.

Drivers who require an appointment should either call 01452712386, or email [enquiries@swanbrook.co.uk](mailto:enquiries@swanbrook.co.uk).

## Hackney carriage byelaws

**Our consultation on adoption of the Department for Transport's (DfT) *Model Byelaws for Taxis* ended on 30 June 2025.**

No valid objections to the consultation were received and the byelaws will be referred to December Council for adoption.

The byelaws will then need to be presented to the Secretary of State for sealing before they take effect.

## Hackney carriage fare review - 2026

**A consultation for the 2026 hackney carriage fare review will take place around Christmas and New Year.**

Any drivers who have feedback on the current fares which they wish for Licensing to consider in advance of the consultation should contact [licensing@cheltenham.gov.uk](mailto:licensing@cheltenham.gov.uk) in the coming weeks.

## 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 |
|--------------------|----------------------------|
| 30 October 2025    | 30 September 2025          |
| 19 November 2025   | 22 October 2025            |
| 11 December 2025   | 11 November 2025           |

All sessions are held at the Municipal Offices. Safeguarding sessions are scheduled to begin at 10:30am with a duration of two and half hours. LKTs begin at 11:00am, and last for approximately one and a half hours.