

Obtaining a Private Hire Operators Licence

Wrexham County Borough Council

January 2025

This document is also available in Welsh



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GENERAL INFORMATION

This document offers guidance on how to apply for a Private Hire Operator's Licence. Separate guidance is available on how to apply for a Private Hire Driver and Private Hire Vehicle Licence. For enquiries about how to obtain a licence or there is a general question on licensing matters:

LICENSING APPLICATIONS AND VEHICLE TESTING

ADDRESS

Environment and Technical Department Transport Depot
Abbey Road, Wrexham Ind. Estate, LL13 9PW

EMAIL

taxiadmin@wrexham.gov.uk

ENFORCEMENT ENQUIRIES, GENERAL ADVICE AND COMPLAINTS

ADDRESS

Economy and Planning Department, Licensing Service, Guildhall, Wrexham, LL11 1AY

EMAIL

licensing@wrexham.gov.uk

INTRODUCTION

Private Hire and Hackney Carriage licences are issued by the local Council to control the safe operation of private hire and hackney carriage vehicles being used for hire or reward.

In Wrexham, private hire licensing is dealt with by the Licensing Service within Public Protection at Wrexham Council

Each licence has a set of conditions with which the licence holder must comply. These conditions are included on the licence issued, and are included in this document. Private Hire Operator licences are normally issued for five years.

PRIVATE HIRE FEES

[Current Private Hire fees](#) are on the council website.

HOW TO APPLY FOR A LICENCE

The [application form](#) can be downloaded or email taxiadmin@wrexham.gov.uk to request a form to be e-mailed to you.

The completed application form, along with all appropriate documentation should be e-mailed to taxiadmin@wrexham.gov.uk. You will then be allocated an application number. Please quote this number with regard to any enquiry about your application.

APPLICATION PROCEDURE FOR A PRIVATE HIRE OPERATORS LICENCE

All applications for a licence must be made in the name of one individual, or in the names of two or more individuals working in partnership or in the name of a limited company.

The address from which you wish to operate your private hire business must be within the Wrexham County Borough Council area.

You must have [planning consent](#) from Wrexham Council's Planning Department to operate a private hire business from the address specified in the application. To see if planning consent already exists for the address or to make an application go to the council website or email planning@wrexham.gov.uk.

You will need to provide a "[Basic Disclosure](#)" from the Disclosure and Barring Service (DBS). This can be obtained by applying on line direct to the DBS.

You will need to provide evidence of a [right to work in the UK](#). Information on how do to this and the documents you will need to provide is at www.gov.uk. For British and Irish citizens a passport is the simplest method if you have one. Licences cannot be issued with expiry dates beyond any expiry date of your right to work in the UK.

If there are any convictions or other information on your basic DBS disclosure, then your application may be referred to the Environmental Licensing Committee for a decision. In making that decision the Committee will refer to the council's [Suitability Criteria for Drivers and Operators](#).

The existence of any information disclosed by the DBS certificate does not necessarily mean a licence will not be granted.

All information provided will be treated as confidential and will only be used in relation to your application.

Any applicant refused a licence has the right of appeal to the Magistrate's Court within 21 days of the receipt of the decision.

Once the above process has been completed satisfactorily and the appropriate fee paid your licence will be granted.

When your licence is due to expire you will be reminded to apply for renewal of your licence but it is the licence holder's responsibility to ensure the licence is renewed before it has expired.

Any application made after a licence has expired will be treated as a 'new' application and will need to go through the same procedure as that specified for the grant of a new licence.

THE LAW AND LOCAL CONDITIONS RELATING TO PRIVATE HIRE LICENSING

All holders of a private hire operators licence should be aware of the law and the conditions that relate to their licence.

The law that regulates private hire is the [Local Government \(Miscellaneous Provisions\) Act 1976](#).

LICENCE CONDITIONS

Definitions: In these conditions, except where the context otherwise requires, the following words and expressions shall have the following meanings:

"Authorised Officer" means a person authorised by the Chief Officer Economy and Planning to carry out duties connected with the issuing of private hire licences and enforcing legislation relating to private hire;

"Badge number" means the Private Hire Driver's licence number displayed on the identification badge issued to a driver by the Chief Officer Economy and Planning pursuant to Section 54 Local Government (Miscellaneous Provisions) Act 1976;

"Chief Officer Economy and Planning" means the person appointed to that post in Wrexham Council;

“Operator” means the person to whom this Operator’s licence is issued;

“Driver” means a person to whom a Private Hire Driver’s licence has been issued by the Chief Officer Economy and Planning;

“Proprietor” means the person to whom a Private Hire Vehicle licence has been issued by the Chief Officer Economy and Planning;

“Vehicle” means a vehicle in respect of which a Private Hire Vehicle licence has been issued by the Chief Officer Economy and Planning;

“Plate number” means the Private Hire Vehicle licence number displayed on the vehicle identification plates issued in respect of a Vehicle by the Chief Officer Economy and Planning.

1 A. The Operator shall keep the following records:

a. In respect of every contract for the hire of a Private Hire Vehicle:

1. the date and time of the booking;
2. the name and pick up point of the hirer;
3. the destination;
4. the plate number of the Vehicle assigned to the booking;
5. the badge number of the Driver assigned to the booking;

b. In respect of all Vehicles operated:

1. the name and address of the Proprietor;
2. the registration number of the Vehicle;
3. the plate number and its expiry date;

c. In respect of all Drivers working for the Operator:

1. the name and address of the Driver;
2. the badge number and its expiry date;
3. the call sign allocated to the Driver;
4. copies of relevant insurance documents

B. The records may be kept either:

- a. in a book(s), approved for such use by the Chief Officer Economy and Planning, the pages of which must be consecutively numbered and bound together, or,
- b. by means of a computerised record system approved by the Chief Officer Economy and Planning.

C. The records shall be made available for inspection by an Authorised officer or Constable at any reasonable time.

D. The records for any given date shall be retained by the Operator for a period of not less than twelve months.

2 The Operator shall ensure that, in relation to all vehicles under his control, there must be in force policies of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1988.

3 The Operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:

- a. ensure that when a Private Hire Vehicle has been hired to be in attendance at an appointed time and place, the Vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place;
- b. keep clean, adequately heated, ventilated and well lit any premises which the Operator provides and to which the public have access, whether for the purpose of booking or waiting;
- c. ensure that any waiting area provided has adequate seating facilities;
- d. ensure that any telephone and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly;
- e. if radio equipment is used there shall be in force a licence issued in accordance with the Wireless Telegraphy Acts which covers the use of Private Business Radios.

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- a. The Operator upon receipt of any complaint concerning a Driver, Vehicle or any contract for hire or purported contract related to or arising from his/her operation, shall notify, immediately in writing, the Chief Officer Economy and Planning and shall indicate the action (if any) which the Operator has taken or proposes to take in respect of such a complaint.
- b. The Operator shall cause to be permanently fixed in a prominent position inside the premises so as to be easily read by any person seeking to hire any Private Hire Vehicle, a properly printed Notice provided by the Chief Officer Economy and Planning, to the effect that any complaint regarding a contract for hire relating to the business should be addressed to: Chief Officer Economy and Planning, Wrexham Council, Guildhall, Wrexham, LL11 1AY.

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- a. This licence applies only to the premises specified hereon and the Operator shall not operate Private Hire Vehicles from any other premises without first obtaining the written consent of the Head of Environment and Planning.
- b. The Operator shall inform in writing the Chief Officer Economy and Planning within seven days of any change of his personal address.

6 The Operator shall notify the Chief Officer Economy and Planning in writing, within seven days, the details of:

- a. driver(s) ceasing to be associated with his operation
- b. driver(s) starting to receive bookings from him/her.

7 The Operator shall within seven days notify the Chief Officer Economy and Planning in writing of any conviction imposed upon him/her (or if the Operator is a company or partnership on any of the directors or partners) during the period of the licence.

8 The Operator shall within 14 days of the issue of this licence provide to the Chief Officer Economy and Planning in writing details of the scale of fares charged for the hiring of Vehicles operated by him/her and shall within 7 days of any changes in such scale of fares provide the Chief Officer Economy and Planning with written details of such changes.

- 9 The Operator shall obtain any necessary Planning Permission required for his/her premises and shall comply with any conditions attached thereto. The issue of this licence does not imply that planning permission is not required or that it would be granted if application were to be made to the council.
- 10
- a. No annoyance or disturbance shall be caused to nearby occupiers or other users of land by reason of any atmospheric or airborne pollution or pollution transmitted by any other means. For clarification such annoyance or disturbance shall include noise, vibration, smoke, smell, fumes, dust, ash, soot, light dazzle, windblown paper and radio or TV interference.
 - b. No Private Hire Vehicles shall be parked in the vicinity of the premises so as to cause obstruction or annoyance to any person.
- 11 The Operator shall not without the written consent of the Chief Officer Economy and Planning operate more than the number of vehicles specified on the licence.
- 12 The Operator shall ensure that no Private Hire Vehicle operated by him/her waits or parks on the highway anywhere in such a manner as to indicate or suggest that they are available for hire.
- 13 No repair work, (other than emergency repairs) cleaning, or servicing of any kind shall be carried out on any Motor Vehicle at the operating premises.
- 14 The Operator shall at all times comply with the requirements of the Local Government (Miscellaneous Provisions) Act 1976 in so far as they apply to Private Hire Drivers, Vehicles and Operators and all other relevant legislation for the time being in force.
- 15 The name on the Operators Licence must be the same as the business name at the time of application. The Operator will not operate under any other name that is not on the Operators Licence.
- 16 An Operator must complete the approved Safeguarding Awareness training when required to attend by the Licensing Service.

Breaches of these conditions may be regarded as grounds for suspension or revocation or as grounds for refusal to renew the licence.

RIGHT OF APPEAL

If you are aggrieved by any of the conditions of this licence you may appeal to a Magistrates Court within 21 days from the date on which the licence was issued.