

TAXI & Private Hire TIMES

AUGUST 2025

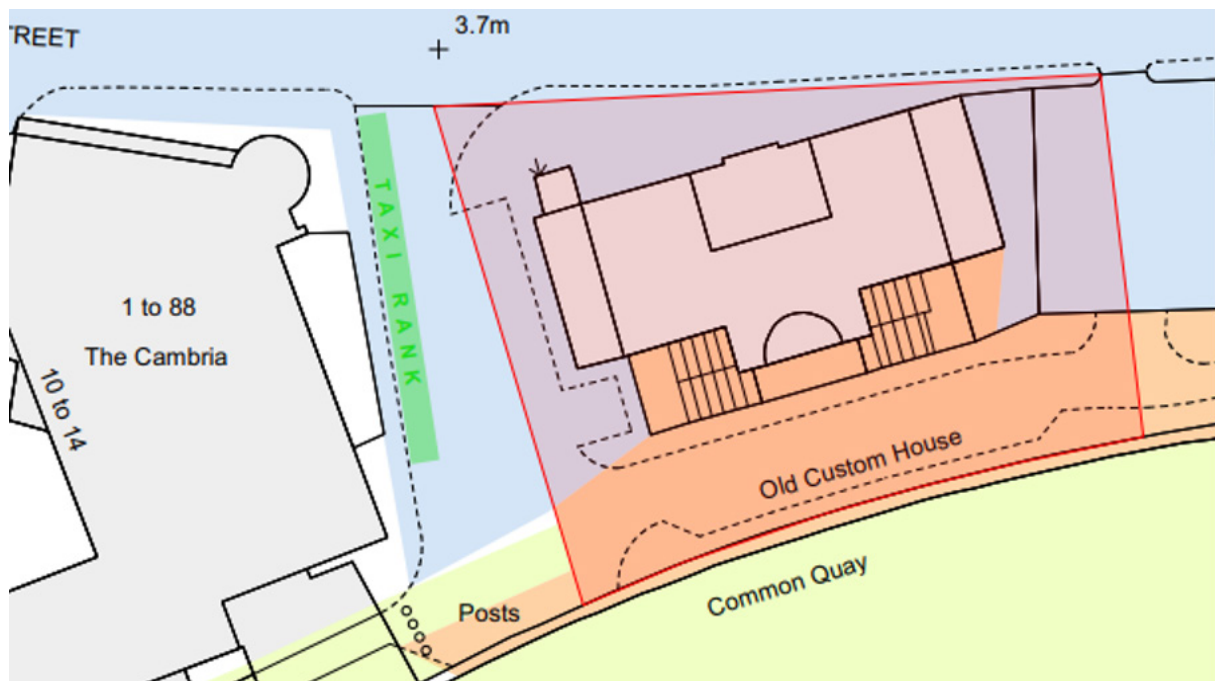


TAXI RANK AT WATERFRONT

The new taxi rank at the Waterfront will be fully operational from Wednesday 20 August 2025!

The rank will be accessed from Key Street and vehicles will need to turn around at the end of the road to then line up facing the exit.

The rank is here:



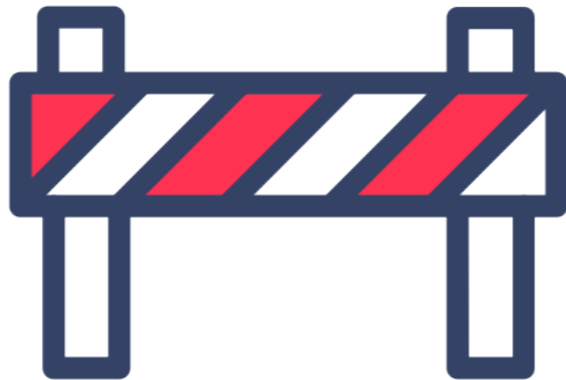
TEMPORARY ROAD CLOSURE – UPPER BROOK STREET, IPSWICH

From 18 August 2025 to 3 October 2025 Upper Brook Street will be closed between 0800 and 1700 hours. There will be no weekend working or on bank holidays.

The works to Upper Brook Street are being done by Suffolk Highways under the Active Travel Scheme and include construction of new footway areas, relocation and modification of existing parking/loading/disabled bays and bus stop.

The two taxi ranks (part time) in Upper Brook Street will be discontinued. There will be a one vehicle only bay for drop off/pick up only outside Sainsbury’s.

The diversion route is Tacket Street – Orwell Place – Upper Orwell Street – St Margaret’s Street – vice versa.



VEHICLE PLATES

All vehicle licences and plates are the property of the Council and may not be sold.

It is legal for you to sell your licensed vehicle to another person and then do a change of vehicle on that licence but you cannot remove the plate and sell it without the vehicle. If the plate is removed, it must be returned to the Council.

Y O U R R E G

PRIVATE HIRE VEHICLES IN BUS LANES

Once a vehicle is licensed as Private Hire, it is always Private Hire until the licence is surrendered or cancelled, regardless of the size of the vehicle (this does include all vehicles up to and including 8 seats). Private Hire vehicles cannot use bus lanes.

If you drive a Private Hire vehicle and are seen using a bus lane, you will receive a written warning. A second offence will warrant a final warning and a third offence will result in you appearing at the Hackney Carriage and Private Hire Enforcement Sub Committee.

DOUBLE YELLOW LINES – MEAN NO STOPPING/ WAITING

It is accepted that sometimes you may be required to collect or drop off a passenger with mobility issues and this may require stopping on double yellow lines. If this happens, please don’t wait on double yellow lines – arrive on time to collect your passenger and minimise the time you spend on the double yellow lines. You should not wait on double yellow lines at any time. If you arrive early for a collection, wait where it is legal to do so and only move when your passenger is ready.

IPSWICH RAILWAY STATION – DROP OFF/ PICK UP AREA

The exit from the drop off/pick up area is a left turn only along Burrell Road. The exit is clearly signed to indicate this, yet multiple licensed vehicles are still turning right.

If you are witnessed turning right, you will receive a warning letter.

As a professional driver you are expected to comply with all road signage.



WARNING LETTERS

If you are served with a warning letter for a breach of licence conditions, or receipt of a Penalty Charge Notice, please take note of this warning.

If you are issued 4 warning letters and subsequently commit a further breach, you will be taken to the Hackney Carriage and Private Hire Enforcement Sub Committee for it to determine if further action is to be taken against you.

Two drivers recently attended the Sub Committee for this reason and one received a month’s suspension of his licence, the other received a 6 week suspension of his licence.



ONLINE APPLICATIONS

PAY



When making an online application, please can you ensure that you pay for the application at the end of the process. If you don’t pay, you then have to ring the Council’s Licensing Team and will be transferred to the automatic payment system.

If you start your application but are not ready to pay, please save the application rather than submitting it. You can then return to the application when you are ready to make the payment.

The online payment system is secure and your bank details cannot be accessed by anyone else.

PASSENGERS IN WHEELCHAIRS

If you drive a wheelchair accessible vehicle, you may not refuse to transport a passenger in a wheelchair. Furthermore, you must load the passenger in the wheelchair into the vehicle and ensure it is securely fastened using the straps in the vehicle.

The only exception to this is where the wheelchair will not physically fit into the vehicle.

All wheelchair accessible vehicles, Hackney Carriage or Private Hire, are on the Designated Vehicles list under Section 167 of the Equality Act 2010 and it is an offence under that Act to refuse to transport a passenger in a wheelchair without a reasonable excuse or holding an exemption certificate.

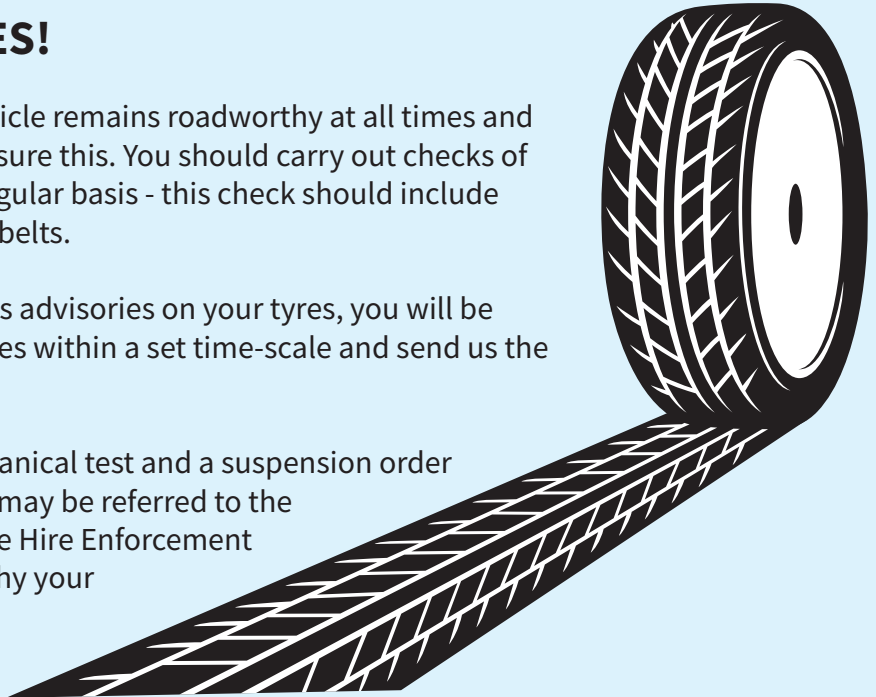


CHECK YOUR TYRES!

It is imperative that your vehicle remains roadworthy at all times and it is your responsibility to ensure this. You should carry out checks of your licensed vehicle on a regular basis - this check should include tyres, lights, indicators, seat belts.

If your mechanical test shows advisories on your tyres, you will be required to replace those tyres within a set time-scale and send us the receipt.

If your vehicle fails the mechanical test and a suspension order is issued on the vehicle, you may be referred to the Hackney Carriage and Private Hire Enforcement Sub Committee to explain why your vehicle was unroadworthy.



THINGS YOU MUST TELL US ABOUT IN WRITING

- Convictions, arrest, charge for an offence within 48 hours.
- Change of contact details – within 7 days of change of name, address, phone number or email address.
- Illness or injury – within 24 hours where it affects your ability or entitlement to drive (if in any doubt, tell us anyway).

