



**Notice of a public meeting of  
Licensing and Regulatory Committee**

**To:** Councillors Melly (Chair), Cuthbertson (Vice-Chair),  
Baxter, Clarke, Hook, Kilbane, Knight, Mason, D Myers,  
Nicholls, Ravilious, Rose, Smalley, Widdowson and  
Warters

**Date:** Tuesday, 11 June 2024

**Time:** 5.30 pm

**Venue:** West Offices - Station Rise, York YO1 6GA

**AGENDA**

**1. Declarations of Interest** (Pages 1 - 2)

At this point in the meeting, Members and co-opted members are asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

*[Please see attached sheet for further guidance for Members].*

**2. Minutes** (Pages 3 - 8)

To approve and sign the minutes of the meeting held on 16 January 2024.

### **3. Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

**Please note that our registration deadlines are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings. The deadline for registering at this meeting is 5:00pm on Friday 7 June 2024.**

To register to speak please visit [www.york.gov.uk/AttendCouncilMeetings](http://www.york.gov.uk/AttendCouncilMeetings) to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

### **Webcasting of Public Meetings**

Please note that, subject to available resources, this meeting will be webcast including any registered public speakers who have given their permission. The meeting can be viewed live and on demand at [www.york.gov.uk/webcasts](http://www.york.gov.uk/webcasts).

During coronavirus, we made some changes to how we ran council meetings, including facilitating remote participation by public speakers. See our updates ([www.york.gov.uk/COVIDDemocracy](http://www.york.gov.uk/COVIDDemocracy)) for more information on meetings and decisions.

### **4. Application for a Private Hire Operator's (Pages 9 - 78) licence - Mr Neil McGonigle on behalf of Uber Britannia Limited ('Uber')**

This report seeks Members' determination of an application for a private hire operator's licence by Mr Neil McGonigle on behalf of Uber Britannia Limited ('Uber'). The applicant wishes to operate private hire vehicles from Tower Court, Oakdale Road, Clifton Moor, York, YO30 4XL.

### **5. Urgent Business**

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Angela Bielby

Contact Details:

- Telephone – (01904) 552599
- E-mail – [a.bielby@york.gov.uk](mailto:a.bielby@york.gov.uk)

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

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**Declarations of Interest – guidance for Members**

- (1) Members must consider their interests, and act according to the following:

<b>Type of Interest</b>	<b>You must</b>
Disclosable Pecuniary Interests	Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Directly Related) <b>OR</b> Non-Registrable Interests (Directly Related)	Disclose the interest; speak on the item <u>only if</u> the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Affects) <b>OR</b> Non-Registrable Interests (Affects)	Disclose the interest; remain in the meeting, participate and vote <u>unless</u> the matter affects the financial interest or well-being: (a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and (b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item <u>only if</u> the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.

- (2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.
- (3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

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City of York Council

Committee Minutes

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Meeting	Licensing and Regulatory Committee
Date	16 January 2024
Present	Councillors Melly (Chair), Clarke, Kent, Kilbane, Ravilious, Rose, Wells, Cuthbertson (Vice-Chair), Hook, Knight, Mason and Nicholls
In Attendance	Matthew Boxall, Head of Public Protection David Cowley, Taxi Licensing Manager Sandra Branigan, Senior Solicitor
Apologies	Councillors Smalley, Widdowson and Warters

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#### 44. **DECLARATIONS OF INTEREST (17:31)**

Members were invited to declare any personal interests not included on the Register of Interests, any prejudicial interests, or any disclosable pecuniary interests that they might have in respect of business on the agenda. There were none.

#### 45. **PUBLIC PARTICIPATION (17:31)**

It was reported that there had been one registration to speak at the meeting under the Council's Public Participation Scheme. Flick Williams spoke on agenda item 5 Taxi Licensing Update Report in regard to disabled people and taxis in York. She explained the restrictions in getting a wheelchair accessible taxi and the exclusions that it created. She noted taxi best practice guidance in relation to people's access needs. She added that it was a considerable amount of time from the meeting whereupon the additional hackney carriage licences were agreed, and she urged the council to do everything in its power to address this.

#### 46. **MINUTES (17:35)**

Resolved: That the minutes of the meeting held on 9 November 2023 be approved and signed by the Chair as a correct record.

#### 47. **RENEWAL OF A SEX ESTABLISHMENT LICENCE FOR FIRST FLOOR OF ZIGGY'S (KNOWN AS CLUB 55), 53-55**

**MICKLEGATE, YORK, YO1 6LJ**  
**LICENCE NUMBER CYC-019257 (17:35)**

Members considered a report seeking determination of an application to renew a Sex Establishment Licence for a Sexual Entertainment Venue (SEV) which had been made under the Local Government (Miscellaneous Provisions) Act 1982, Schedule 3 Control of Sex Establishments in respect of Ziggy's (Club 55), 53-55 Micklegate, York, YO1 6LJ.

The Licensing Manager outlined the report and annexes, noting the operating hours of the club. She confirmed that consultation had been carried out correctly and that there had been no complaints about the venue. She advised that there were no mandatory grounds for the refusal of the application, and she noted the discretionary grounds for refusal.

By virtue of paragraphs 10, 12 and 13 of schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 (as amended), the Committee had the following options available to them in making their decision:

Option 1 - Grant a renewal of the licence as requested.

Option 2 - Renew the licence with modified/additional conditions imposed by the licensing committee.

Option 3 - Refuse the application for renewal on one of the mandatory grounds or on one or more of the discretionary grounds within paragraph 12 to Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 (as amended).

Cllr Mason then moved and Cllr Clarke seconded approval of Option 1 to grant a renewal of the licence as requested. The Licensing Manager was asked and confirmed that Members could take into consideration the discretionary grounds for refusal. The Chair was asked and advised that the Committee had to determine the application against council policies and the Licensing Manager explained that through the policy the city could have a nil figure of sex establishments, the policy currently state a maximum of two at present. On being put to the vote with eleven in favour and one abstention it was;

Resolved: That, in accordance with Option 1, Members approved the grant of the renewal of the licence as requested.

Reason: To consider renewal of the sex establishment licence as required by the legislation.

**48. TAXI LICENSING UPDATE REPORT (17:43)**

Members considered a report that advised them of the current situation relating to new Hackney Carriage Vehicle Licence allocations. It also provided an update on of the current situation in relation to the Taxi Licensing Policy. The Taxi Licensing Manager outlined the report noting the current situation in relation to unmet demand and he confirmed that the next unmet demand survey would take place in 2024. The Senior Solicitor clarified that the report was for information only and should Members like to revisit the hackney carriage vehicle licence allocations a further report would be required at a future meeting of the committee.

The Taxi Licensing Manager advised that the deadline for the hackney carriage vehicle licence waiting list was the end of that week and should there be any withdrawals or places declined, the place would be offered to the next person on the waiting list. Resolved: That Members note the content of the report. A Member congratulated officers for their work on issuing the licences.

The Taxi Licensing Manager gave an update on the Taxi Licensing Policy noting that the working party consultation had finished in early 2023. He added that the formal consultation on the Policy had been delayed as the DfT published updated best practice guidance in November 2023. As a result of this, the update had been amended in the policy. He advised that the council website had been updated to include information for disabled taxi passengers and there was an updated list of wheelchair accessible vehicles and which operator the vehicles were registered to. He added that meetings had begun with companies that offered wheelchair accessible vehicles. It was noted that these meetings had taken place with the council Access Officer.

Resolved: That the current situations relating to new Hackney Carriage Vehicle Licence allocations and the Taxi Licensing Policy be noted.

Reason: In order to be updated on the current situations relating to new Hackney Carriage Vehicle Licence allocations and the Taxi Licensing Policy.

**49. LICENSING ACT 2003 & GAMBLING ACT 2005 - STATEMENTS OF LICENSING POLICIES (17:54)**

Members considered a report that advised that a formal review of the 'Statement of Licensing Policy' with regards to the Gambling Act 2005 (the 2005 Act) must be undertaken during 2024. It also advised that that a formal review of the 'Cumulative Impact Assessment' (CIA), which formed part of the 'Statement of Licensing Policy' with regards to the Licensing Act 2003 (the 2003 Act) must be undertaken during 2024. As the CIA formed part of the Policy, the Policy would also be reviewed. The Licensing Manager gave an overview of the report noting that as the policy needed to be reviewed every three years it would need to be published by January 2025. She was asked and noted that the local area profile could be updated at any time.

The Licensing Manager was asked and clarified that there was one Statements of Licensing Policy in relation to the Licensing Act 2003 and one in relation to the Gambling Act 2005. She was asked and confirmed that the four council priorities could be included in the policy. Concerning the Sexual Establishment Licence Policy, this could be reviewed at any time (the last time being 2017), she advised that this could be done once the review of the statutory policies is completed.

The Committee had the following options available to them in making their decision:

Option 1 – Determine that Members of the Committee will be part of the working groups that review both Policies and the CIA. Members expressing an interest with regards to which working group they would like to be part of.

Option 2 – Determine that Members will not be part of the working groups.

Cllr Rose then moved and Cllr Kent seconded approval of Option 1, to determine that Members of the Committee would be part of the working groups that review both Policies and the CIA.

On being put to the vote it was unanimously;

Resolved: That, in accordance with approval of Option 1, to determine that Members of the Committee would be part of the working groups that review both Policies and the CIA. Members expressing an interest with regards to which working group they would like to be part of.

The invite to be included in the working group would be extended to Members outside the Committee.

Reason: To make sure the Policies and Cumulative Impact Assessment are reviewed and published in accordance with the requirements of the Gambling Act 2005 and Licensing Act 2003.

Cllr Melly, Chair

[The meeting started at 5.30 pm and finished at 6.06 pm].

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## Licensing & Regulatory Committee

11 June 2024

Report from the Director – Environment, Transport and Planning

### Application for a Private Hire Operator's licence

#### Summary

1. This report seeks Members' determination of an application for a private hire operator's licence by Mr Neil McGonigle on behalf of Uber Britannia Limited ('Uber'). A copy of the application is attached at **Annex 1** of this report. The applicant wishes to operate private hire vehicles from Tower Court, Oakdale Road, Clifton Moor, York, YO30 4XL.
2. The Council must determine an application for an operator's licence on its own merits in accordance with the legislative framework, taking the application form, any supporting documentation and relevant information into consideration.
3. To summarise the legislation, Local Government (Miscellaneous Provisions) Act 1976 ('the Act') provides that the council shall, on receipt of an application, grant a private hire operator's licence unless it considers the applicant is not a 'fit and proper person' to hold such a licence or is disqualified by reason of their immigration status. The Act provides that the licence shall remain in force for five years or for such lesser period as the council thinks is appropriate. Members of this committee determined in February 2021, to issue licences for a maximum period of 12 months until such time that the taxi licensing policy ('the policy') is reviewed, the policy is currently in the process of being reviewed. The Act also provides that the council may attach such conditions to the licence as they consider reasonably necessary, and that an applicant aggrieved by the council's decision may appeal to the magistrates' court. **Annex 2** provides legislation extracts.
4. The premises has planning permission for the use as a private hire operating company. A copy of the planning permission is attached at **Annex 3** of this report. A map of the location of the premises is at **Annex 4**.

5. The premises is currently operating as a shared office complex with parking. However, customers and drivers predominantly interact with Uber via an app, not by visiting the premises. Uber also provide Local Authorities with a 24/7 emergency line via its operating centres enabling council officers direct contact in the event of any immediate safeguarding or driver safety concerns.
6. The hours of operation are to be 24 hours every day of the week.

## Recommendations

7. Members are asked to consider the application for a private hire operator's licence
8. Reason: To determine whether or not to grant the licence, and any conditions considered reasonably necessary giving detailed reasons for any such conditions.

## Background

9. In March 1996, the council adopted Part 2 of the Act. This legislation, together with the provisions of the Town Police Clauses Act 1847 ('the 1847 Act') gives the council the duty to carry out hackney carriage and private hire licensing functions. As such, the council is responsible for the licensing of private hire drivers, vehicles and operators as well as hackney carriage drivers and vehicles. The council is also responsible for the setting of byelaws in relation to hackney carriage drivers and vehicles.
10. The council's current taxi licensing policy was implemented on 1st of October 2019. As noted above, it is currently under review. Nevertheless, it remains the policy for the purposes of this application.
11. The adoption of the legislation and the policy allows the council to set conditions on the grant of a private hire operator's licence. A copy of 'City of York Council's Standard Conditions for Private Hire Operators' is attached at **Annex 5**.
12. Private hire operators are defined in the legislation as:  
  
'a person who in the course of business makes provision for the invitation or acceptance of bookings for private hire vehicles.'

13. Case law has established that private hire operators may only dispatch vehicles and drivers that are licenced by the same local authority as the operator (*Dittah v Birmingham City Council*, 1993) This is known as the 'triple licensing rule' or 'trinity of licences' and by similar phrases. It has also been established that 'the operator can use the vehicles within his organisation for journeys both inside and outside of the local authority in which he was licensed and, indeed, can use such vehicles and drivers which ultimately have no connection with the area in which they are licensed' (*Shanks v North Tyneside Council*, 2001). Uber have been lawfully enabling passengers to take journeys in York under the 'triple licensing rule' since 2015. This application will enable them to recruit York licensed drivers (and vehicles) to undertake those journeys.

## Uber

14. The applicant has provided a presentation for Members to view which is attached at **Annex 6**. It includes details of how bookings are made via 'the Uber Rider App' and its various features including its safety features. The service is reported to be available worldwide.
15. The applicant has supplied a list of the sixty-one private hire operator's licences in the UK and Ireland by Uber in **Annex 7**. The applicant has also supplied a list of other Local Authorities refusal, suspension and revocation decisions at **Annex 8**.
16. The applicant has previously held a licence with the City of York Council until 12<sup>th</sup> December 2017 where a decision was made by Members to refuse to renew the licence. Minutes from this meeting are attached to this report at **Annex 9**. It will be noted that the grounds for the refusal were a significant data breach and an increase in the number of complaints. The committee report presented at the meeting noted that of the 296 complaints about taxis in the previous eleven months, 155 related to Uber drivers and vehicles. Uber initially appealed the committee decision to the magistrates' court but the appeal was subsequently withdrawn.

## Deregulation Act 2015

17. The Deregulation Act of 2015 amended the Local Government (Miscellaneous Provisions) Act 1976, allowing a person licensed as a private hire operator in one district who has accepted a booking for a private hire vehicle, to arrange for another person to provide a vehicle to carry out the booking if:-

- (a) the other person is licensed under section 55 in respect of the same district and the sub-contracted booking is accepted in that district;  
or
  - (b) the other person is licensed under section 55 in respect of another district and the sub-contracted booking is accepted in that district;
18. However, in this situation, the Deregulation Act is not directly relevant as Uber do not 'subcontract' bookings. As noted above, they comply with the law under the 'triple licensing rule' – their App enables them to do this. For example, a passenger is simply booking an out of town driver and vehicle under another authorities private hire operator's licence to take them on a journey around York. The relevance of the Deregulation Act is that as we have seen in York and elsewhere, it is more common for operators to sub-contract to other operators 'out of district' to carry out the journey. Often, the other operators are in effect 'sister operators' of locally licensed firms i.e. the same operator holds licences in York and Wolverhampton for example. For the avoidance of any doubt, the use of 'out of town' drivers and vehicles through either of these means (the 'Deregulation Act' or the 'triple licensing rule') is lawful, and an operator should not be considered 'unfit' purely on the basis that they make use of provisions which enable them to lawfully complete journeys in the city using drivers and vehicles licensed by other authorities. Furthermore, the council's attempts to ensure operators sub-contract to drivers of a similar standard to York's drivers have been successfully challenged in the Magistrates' court.
19. It is also important to note that either granting or refusing the application will necessarily result in Uber drivers and vehicles licensed by other authorities being absent in York. Granting the licence will enable Uber to recruit York licensed drivers and vehicles on to their platform for passengers in York which they cannot currently do. Furthermore, the York licensed drivers will be lawfully able to undertake journeys for passengers in other authority areas.

### **Fit & Proper Assessment**

20. As noted above, the council shall not grant a licence unless they are satisfied:-
- (a) that the applicant is a fit and proper person to hold an operator's licence; and

- (b) if the applicant is an individual, that the applicant is not disqualified by reason of the applicant's immigration status from operating a private hire vehicle.
21. The licence is granted to the private hire operator based on their fitness and propriety. It has been suggested that a working test of fitness and propriety for private hire operators is “would I be comfortable providing sensitive information such as holiday plans, movements of my family or other information to this person, and feel safe in the knowledge that such information will not be used or passed on for criminal or unacceptable purposes?” (Button on Taxis, the leading textbook on taxi licensing)
  22. The role of private hire operator goes far beyond simply taking bookings and despatching vehicles. In the course of making a booking and dispatching the vehicle and driver, the private hire operator will obtain significant amounts of personal information. For example, when a booking is made to an airport, and a return booking made for a week or fortnight later, it is reasonably apparent that a holiday is being taken and the house is going to be empty for that period of time. In dishonest hands this information is extremely valuable. It is therefore vital that private hire operators are as trustworthy and reliable as a driver, notwithstanding their slightly remote role. The term “safe and suitable” is considered a modern interpretation of “fit and proper” (Button on Taxis).
  23. Unlike hackney carriage and private hire drivers, the Rehabilitation of Offenders Act 1974 (Exemptions) (Amendment) Order 2002 does not apply to private hire operators. Operators are therefore not excluded from the workings of the Rehabilitation of Offenders Act 1984 (the 1974 Act) and it is not possible to obtain an Enhanced DBS check, but they can be asked to obtain a Basic Disclosure.
  24. The applicant (as well as the six other directors of Uber Britannia Ltd) has undertaken the relevant DBS criminal record checks and submitted the correct documentation required to determine the application. There are no issues of concern.
  25. The applicant is not barred by virtue of their immigration status.

## **Complaints**

26. As passengers have been able to take journeys in the city through the Uber app under the ‘triple licensing rule’, the Taxi Licensing team have received complaints about Uber drivers. A summary of the

complaints over the last year is contained in **Annex 10**. The Annex contains brief details of the 31 complaints that were classified by officers as 'accepted' i.e 'more likely than not substantiated' and the action taken e.g written warning/advice. To add further context, the complaints give details of the source of the information where they are made by a City of York Council licensed driver or a CYC employee/councillor. It is important to stress that officers actively encourage complaints to be made by anyone who is dissatisfied about taxis in York. This may be passengers who have taken a journey (or not), other road users, residents or visitors amongst others. Officers especially encourage complaints from other taxi drivers rather than risk them taking matters into their own hands. It is also noted that the nature of many of the complaints about Uber drivers are more likely to be known to taxi drivers than the general public e.g 'waiting on ranks'. Therefore, that there are a high percentage of complaints from the taxi trade is not surprising and officers are grateful for all the information supplied. As well as the complaints about where the vehicles are waiting, the other complaints include six about 'the standard of driving' and one complaint about the refusal to carry a guide dog. These complaints were predominantly dealt with by the local authority where they were licensed. It is noted that the complaints are predominantly about the actions of Uber *drivers* and not about the operator.

27. **Annex 10** also contains details of the complaints about 'all taxis' received in the same period (this includes CYC licensed taxis as well as 'out of town' taxis working in York for other operators or where the operator has not been identified). This information is to help Members put the Uber complaints in that context. There were 104 complaints about 'other taxis' in the same period. In the opinion of officers, the volume of Uber complaints is similar to some – not all - other large operators in the city and similar to the total received about York 'hackney carriage vehicles' generically. As with the 'Uber' complaints, the 'other taxi' complaints are also predominantly about the actions of *drivers* rather than the operators.
28. Furthermore, officers report finding Uber cooperative with requests for information, and it is noted that in two cases of alleged 'plying for hire', Uber have been witnesses for the council in support of the prosecution against their drivers.

## Consultation

29. There is no requirement within the Act for a consultation to take place in relation to application for the grant of private hire vehicle,

driver or operator licences. Therefore, a consultation has not taken place in relation to this application.

## Options

30. The Committee have the following options available to them in making their decision:
31. Option 1: Grant a private hire operator's licence as requested, with the standard conditions attached for a period of one year.
32. Option 2: Grant the private hire operator's licence with the standard conditions and any additional conditions considered reasonably necessary for a period of one year.
33. Option 3: Refuse the application providing the grounds for refusal.

## Analysis

34. To summarise the legislation, Local Government (Miscellaneous Provisions) Act 1976 ('the Act') provides that the council shall, on receipt of an application, grant a private hire operator's licence unless it considers the applicant is not a 'fit and proper person' to hold such a licence or is disqualified by reason of their immigration status. The 'fit and proper person' test should be approached by considering the purpose of the legislation, being regulatory compliance and public safety. The guidance given above in relation to the applicant being trusted with sensitive information, and the complaint analysis are relevant to the test.
35. An applicant aggrieved by the refusal to grant an operator's licence or by any conditions attached to the grant of the licence may appeal the decision, under Section 55(4) of the Local Government (Miscellaneous Provisions) Act 1976. The appeal must be made to the Magistrates Court within 21 days of the applicant being informed of the decision. As noted above, operators have challenged/ are challenging the committee's attempts to impose additional conditions which attempt to ensure drivers licensed by other authorities are of a similar standard to York licensed drivers.

## Council Plan

36. The Council Plan priorities include 'a fair thriving green economy for all' and 'sustainable accessible transport for all'. It is underpinned by

four core commitments to 'equalities and human rights', 'affordability', 'climate' and 'health'.

## Implications.

37. The implications arising directly from this report are:

- **Financial** – There are no direct financial implications.
- **Human Resources (HR)** – There are no HR implications.
- **Equalities** – It is recognised that licensed taxis and private hire vehicles are a particularly important method of transport for people with disabilities and other vulnerable passengers including school children because of the door-door service they provide.
- **Legal** – The Local Government (Miscellaneous Provisions) Act 1976 provides the legislative framework for the licensing of private hire operators. Section 55 of the Act deals with the licensing of operators. Whilst this Act expressly refers to 'district council' the provisions within this legislation are in force in relation to the council as a unitary authority. It provides that:

“(1) Subject to the provisions of this Part of this Act, a district council shall, on receipt of an application from any person for the grant to that person of a licence to operate private hire vehicles grant to that person an operator’s licence:

Provided that a district council shall not grant a licence unless they are satisfied –

(a) that the applicant is a fit and proper person to hold an operator’s licence; and

(b) if the applicant is an individual, that the applicant is not disqualified by reason of the applicant’s immigration status from operating a private hire vehicle.

(1A) In determining for the purposes of subsection (1) whether an applicant is disqualified by reason of the applicant’s immigration status from operating a private hire vehicle, a district council must have regard to any guidance issued by the Secretary of State.”

Section 55(2) provides that: “Subject to section 55ZA, every licence granted under this section shall remain in force for five years or for



such lesser period, specified in the licence, as the district council think appropriate in the circumstances of the case.”

Section 55(3) provides that “A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary”.

The applicant has the right to appeal the refusal to grant an operator’s licence and any conditions imposed to the Magistrates’ Court.

Members should also take into consideration the Department of Transport’s ‘Statutory Taxi & Private Hire Vehicle Standards’ when considering whether a person is ‘fit and proper’ to hold a licence.

The Licensing authority has a duty to ensure that any person to whom it grants an operator’s licence is a ‘fit and proper’ person to be a licensee.

- **Crime and Disorder** – There are no crime and disorder implications.
- **Information Technology (IT)** – There are no IT implications.
- **Property** – There are no property implications.
- **Other** – There are no other implications.

## Risk Management

38. All Members are aware that any decision which is unreasonable or unlawful could be open to legal challenge resulting in loss of reputation and potential financial penalty.
39. The report details the options available to the committee in determining the application and recommends that a decision be reached. Provided the decision complies with the proper grounds for considering the application as set out within this report, there are no known risks involved with this recommendation.

## Contact Details

<b>Author:</b> Matthew Boxall Public Protection Manager Ext 1528	<b>Chief Officer Responsible for the report:</b> James Gilchrist Director Environment, Transport & Planning
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**Report  
Approved**



**Date** 22.05.24

**Wards Affected:** All

## **Background Papers**

Taxi Licensing Policy –

<https://www.york.gov.uk/downloads/download/54/taxi-licensing-policy>

Licensing and Regulatory Committee Meeting 12<sup>th</sup> December 2017.

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=606&MID=10445>

## **Annexes**

- Annex 1** - Copy of application for Private Hire Operators Licence.
- Annex 2** - Legislation extracts
- Annex 3** - Copy of current planning permission
- Annex 4** - Map showing location of premises.
- Annex 5** - A copy of City of York Council's Standard Conditions for Private Hire Operators.
- Annex 6** - Uber Presentation.
- Annex 7** - List of operator licences
- Annex 8** - List of suspended, refused, revoked licences.
- Annex 9** - Minutes of Licensing and Regulatory Committee meeting 12<sup>th</sup> December 2017.
- Annex 10** - Taxi licensing complaints 1 April 2023 to 31 March 2024



# APPLICATION FOR THE INITIAL GRANT OF A PRIVATE HIRE VEHICLE OPERATOR'S LICENCE

### WARNING

It is an offence for an applicant knowingly or recklessly to make a false statement or to omit any material information in order to obtain a licence. Such action will reflect on the suitability of the applicant to hold such a licence.

Please complete all sections

### Full Details of Applicant

Title:  Mr/Mrs/Miss/Ms/Other Name: .Neil McGonigle.....

Address: [REDACTED].....

Postcode: [REDACTED].....

Telephone no: [REDACTED] Mobile no: [REDACTED]

Email address: [REDACTED].....

Date of birth: .. [REDACTED] Place of birth: [REDACTED].....

National Insurance No: [REDACTED] Do you have the legal right to work in this country?  YES  NO

If the applicant proposes to operate the vehicle(s) in partnership with any other persons, please state the name and address of each partner.\*

Title: Mr/Mrs/Miss/Ms/Other Name: N/A.....

Address: N/A.....

Postcode: .....

Telephone no: N/A Mobile no: N/A.....

Email address: N/A.....

Date of birth: N/A Place of birth: N/A.....

National Insurance No: N/A Do you have the legal right to work in this country? YES/NO  
If required please continue on a separate sheet\*

Has any applicant had an application to any Local Authority for the grant or renewal of a Private Hire Operator/Driver or Hackney Carriage Driver Licence **refused**, or had a licence **revoked** or **suspended**?

YES /  NO

If yes please give details:

Name of Local Authority: Please See Supporting Documents.....

Dates: ..... Type of Licence: .....

Decision & Reasons: .....

**Registered Company Details**

Is the application being made in respect of a registered company?  YES / NO

Has any director or secretary previously applied for any operator licence?  YES / NO

If Yes please give details

Please See Supporting Documents  
.....  
.....

Registered Company Name: Uber Britannia Limited

Registered Company Address: Aldgate Tower - First Floor, 2 Lemn Street, London, England.

Postcode: E1 8FA

Telephone no: [REDACTED] Email address: [REDACTED]

Director's name and address: Please See Supporting Documents

Postcode: .....

Secretary's name and address: Please See Supporting Documents

Postcode: .....

Has there been any **revocation or suspension** of any operator licence previously held?  YES / NO

If Yes, please give details

Please See Supporting Documents  
.....  
.....

Has the Director or Secretary of the company ever received a conviction? YES /  NO

If Yes, please give details\*

Company Name	Trade of Business	Date	Court	Offence	Penalty

If required please continue on a separate sheet\*

**Business Premises**

Name of Private Hire Company: Uber Britannia Limited

Name which will be displayed on vehicle door signage: Uber

Business/Operating Address: Tower Court, Oakdale Road, Clifton Moor, York, North Yorkshire,

United Kingdom Postcode: YO30 4XL

Telephone no: [REDACTED] ... Email address: [REDACTED]

(This is the telephone no. at the operating address and cannot be a mobile telephone no.)

Have you obtained planning permission to operate Private Hire Vehicles from this address?  YES / NO

If Yes, please state the planning application no: 19/02740/CPU

If No, you cannot continue until you have this in place or a letter confirming that permission is not required.

Does any person connected with this application hold either of these licences?

Hackney Carriage YES /  NO

Private Hire  YES / NO

If yes, please give brief details:

Issuing Authority: Please See Supporting Documents ..... Type of Licence: Please See Supporting Documents .....

Date of Issue: ..... Date of Expiry: .....

Issuing Authority: ..... Type of Licence: .....

Date of Issue: ..... Date of Expiry: .....

Issuing Authority: ..... Type of Licence: .....

Date of Issue: ..... Date of Expiry: .....

If required please continue on a separate sheet\*

You are required to declare every offence for which you have been convicted or received a formal caution from the Police, whether or not it is spent within the terms of the Rehabilitation of Offenders Act 1974.

Have you or any person mentioned in this application ever been convicted in any court for any offence or offences including driving offences and fixed penalty offences or received a formal caution? YES  NO

If YES, please declare below all convictions and cautions (continue on separate sheet if necessary)

Person	Date	Court	Offence	Penalty

If required please continue on a separate sheet\*

You may wish to explain any mitigating circumstances which gave rise to the conviction. You are invited to do so in the space below.

.....

.....

.....

Please state number of vehicles to operate from this company:

(Please indicate number of vehicles applicable by ticking the appropriate box)

1 to 10 vehicles  (Please specify exact number between 1 and 10)

11 to 50 vehicles

51 to 90 vehicles

91+ vehicles

**DECLARATION**

In connection with the Council granting me a Private Hire Vehicle Operator's Licence, I undertake that:-

- a) I will comply with all other conditions, regulations and byelaws, copies of which I have received and read.
- b) I have read and understand the implications of the warning regarding the making of a false declaration in relation to this application and confirm that to the best of my knowledge the particulars I have provided with this application are correct.

Signed: ..... [Redacted] ..... Date: 27/03/2024

Name: Neil McGonigle

Contact Name (where not previously given) and address for correspondence associated with this application:

Uber Britannia Limited, Aldgate Tower - First Floor, 2 Lemn Street, London, United Kingdom

Postcode: E18FA

Telephone no: [Redacted] Email address: [Redacted]

\*Any additional provided must be attached to this application and signed and dated by the applicant.

Please return the completed form to: Taxi Licensing  
City of York Council  
Eco Depot  
Hazel Court  
York  
YO10 3DS

Our email address is licensing@york.gov.uk Our telephone number is (01904) 552422

**The licence fee must be paid when you return the application form.**

This authority requires the requested information in order to process your application for a licence. It has a duty to protect and safeguard the public and therefore may share the information you have provided on this form with other service areas within the Council, Government Departments, law enforcement agencies and partners for these purposes. We take your privacy seriously. For details of the information we collect and how we use it, please see the Public Protection Privacy Policy on our website www.york.gov.uk.

This authority is under a duty to protect the public funds it administers. We may share information internally and externally with other organisations responsible for auditing or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. We may also disclose information to a Specified Anti-Fraud Organisation for the purpose of preventing fraud under Section 68 of the Serious Crime Act 2007.

**OFFICE USE ONLY**

DATE RECEIVED IN OFFICE:

PRIVATE HIRE OPERATOR'S LICENCE NO.

FOR HOW MANY VEHICLES:

PERIOD OF LICENCE:- FROM: TO:

DATE ISSUED: SIGNED:

RECEIPT NO. FEE PAID: DATE PAID:

## **Annex 2 - Legislation extracts.**

### **55 Licensing of operators of private hire vehicles.**

- (1) Subject to the provisions of this Part of this Act, a district council shall, on receipt of an application from any person for the grant to that person of a licence to operate private hire vehicles grant to that person an operator's licence:

Provided that a district council shall not grant a licence unless they are satisfied

- (a) that the applicant is a fit and proper person to hold an operator's licence; and
  - (b) if the applicant is an individual, that the applicant is not disqualified by reason of the applicant's immigration status from operating a private hire vehicle.
- (1A) In determining for the purposes of subsection (1) whether an applicant is disqualified by reason of the applicant's immigration status from operating a private hire vehicle, a district council must have regard to any guidance issued by the Secretary of State.
- (2) Subject to section 55ZA, every licence granted under this section shall remain in force for five years or for such lesser period, specified in the licence, as the district council think appropriate in the circumstances of the case.
- (3) A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary.
- (4) Any applicant aggrieved by the refusal of a district council to grant an operator's licence under this section, or by any conditions attached to the grant of such a licence, may appeal to a magistrates' court

### **55ZA Operators' licences for persons subject to immigration control**

- (1) Subsection (2) applies if—
- (a) a licence under section 55 is to be granted to a person who has been granted leave to enter or remain in the United Kingdom for a limited period ("the leave period");
  - (b) the person's leave has not been extended by virtue of section 3C of the Immigration Act 1971 (continuation of leave pending variation decision); and
  - (c) apart from subsection (2), the period for which the licence would have been in force would have ended after the end of the leave period.
- (2) The district council which grants the licence must specify a period in the licence as the period for which it remains in force; and that period must end at or before the end of the leave period.
- (3) Subsection (4) applies if—

- (a) a licence under section 55 is to be granted to a person who has been granted leave to enter or remain in the United Kingdom for a limited period; and
- (b) the person's leave has been extended by virtue of section 3C of the Immigration Act 1971 (continuation of leave pending variation decision).
- (4) The district council which grants the licence must specify a period in the licence as the period for which it remains in force; and that period must not exceed six months.
- (5) A licence under section 55 ceases to be in force if the person to whom it was granted becomes disqualified by reason of the person's immigration status from operating a private hire vehicle.
- (6) If a licence granted in accordance with subsection (2) or (4) expires, the person to whom it was granted must, within the period of 7 days beginning with the day after that on which it expired, return the licence to the district council which granted the licence.
- (7) If subsection (5) applies to a licence, the person to whom it was granted must, within the period of 7 days beginning with the day after the day on which the person first became disqualified, return it to the district council which granted the licence.
- (8) A person who, without reasonable excuse, contravenes subsection (6) or (7) is guilty of an offence and liable on summary conviction—
  - (a) to a fine not exceeding level 3 on the standard scale; and
  - (b) in the case of a continuing offence, to a fine not exceeding ten pounds for each day during which an offence continues after conviction.
- (9) The Secretary of State may by regulations made by statutory instrument amend the amount for the time being specified in subsection (8)(b).
- (10) Regulations under subsection (9) may make transitional, transitory or saving provision.
- (11) A statutory instrument containing regulations under subsection (9) may not be made unless a draft of the instrument has been laid before, and approved by a resolution of, each House of Parliament.

**55A Sub-contracting by operators**

- (1) A person licensed under section 55 who has in a controlled district accepted a booking for a private hire vehicle may arrange for another person to provide a vehicle to carry out the booking if—
  - (a) the other person is licensed under section 55 in respect of the same controlled district and the sub-contracted booking is accepted in that district;
  - (b) the other person is licensed under section 55 in respect of another controlled district and the sub-contracted booking is accepted in that district;



- (c) the other person is a London PHV operator and the sub-contracted booking is accepted at an operating centre in London; or
- (d) the other person accepts the sub-contracted booking in Scotland.
- (2) It is immaterial for the purposes of subsection (1) whether or not sub-contracting is permitted by the contract between the person licensed under section 55 who accepted the booking and the person who made the booking.
- (3) Where a person licensed under section 55 in respect of a controlled district is also licensed under that section in respect of another controlled district, subsection (1) (so far as relating to paragraph (b) of that subsection) and section 55B(1) and (2) apply as if each licence were held by a separate person.
- (4) Where a person licensed under section 55 in respect of a controlled district is also a London PHV operator, subsection (1) (so far as relating to paragraph (c) of that subsection) and section 55B(1) and (2) apply as if the person holding the licence under section 55 and the London PHV operator were separate persons.
- (5) Where a person licensed under section 55 in respect of a controlled district also makes provision in the course of a business for the invitation or acceptance of bookings for a private hire car or taxi in Scotland, subsection (1) (so far as relating to paragraph (d) of that subsection) and section 55B(1) and (2) apply as if the person holding the licence under section 55 and the person making the provision in Scotland were separate persons.

In this subsection, “private hire car” and “taxi” have the same meaning as in sections 10 to 22 of the Civic Government (Scotland) Act 1982.

- (6) In this section, “London PHV operator” and “operating centre” have the same meaning as in the Private Hire Vehicles (London) Act 1998.

**55B Sub-contracting by operators: criminal liability**

- (1) In this section—
  - “the first operator” means a person licensed under section 55 who has in a controlled district accepted a booking for a private hire vehicle and then made arrangements for another person to provide a vehicle to carry out the booking in accordance with section 55A(1);
  - “the second operator” means the person with whom the first operator made the arrangements (and, accordingly, the person who accepted the sub-contracted booking).
- (2) The first operator is not to be treated for the purposes of section 46(1)(e) as operating a private hire vehicle by virtue of having invited or accepted the booking.
- (3) The first operator is guilty of an offence if—

- (a) the second operator is a person mentioned in section 55A(1)(a) or (b),
- (b) the second operator contravenes section 46(1)(e) in respect of the sub-contracted booking, and
- (c) the first operator knew that the second operator would contravene section 46(1)(e) in respect of the booking.

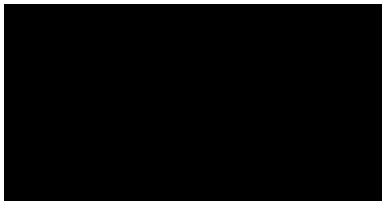


**GRANT CERTIFICATE OF LAWFUL PROPOSED USE OR DEVELOPMENT**

**TOWN AND COUNTRY PLANNING ACT 1990: Section 192  
(as amended by Section 10 of the Planning and Compensation Act 1991)**

**The Town and Country Planning (Development Management Procedure)  
(England) Order 2015 - Art: 39**

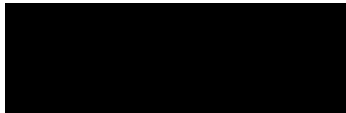
**To:**



CITY OF YORK COUNCIL hereby certify that on 10 January 2020 the use or operations described in the First Schedule below in respect of the land specified in the Second Schedule below and edged red on the plan attached to this certificate, would be lawful within the meaning of section 192 of the Town and Country Planning Act 1990 (as amended), for the following reason(s)

1 In accordance with S192 of the Town and Country Planning Act 1990, it is accepted that the use of the first floor of the building (excluding the room currently referred to as the Ripon Room) as a private hire vehicle operator would fall within the lawful B1 use of this space and is therefore lawful on the basis of the revised location plan received by the local planning authority on 17th March 2020 and as long as this use is carried out in accordance with the operations as described by the occupier of the space, as set out in the letter by [redacted] received on 20th December 2019.

Date: 30 March 2020



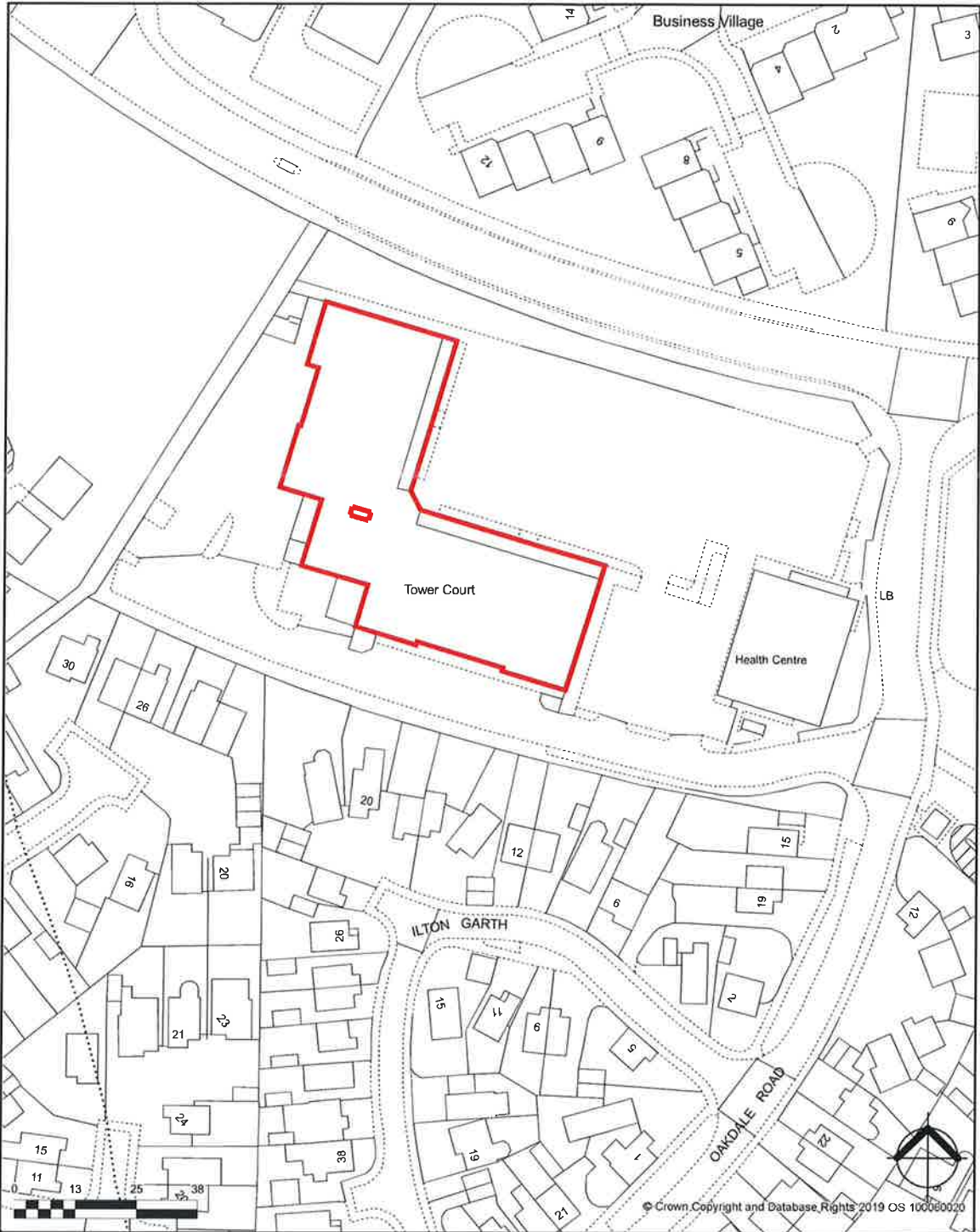
M. Slater

Assistant Director for Planning and Public  
Protection

- First Schedule:** Certificate of lawfulness for the proposed use of the first floor offices by a private hire vehicle operator within Use Class B1 only in a way as described in the covering letter by [REDACTED] dated 20th December 2019 and as shown on location plan at scale 1:1250 dated and received by City of York Council on 17th March 2020.
- Second Schedule:** Regus Management (Uk) Limited Elvington Office  
Tower Court Oakdale Road York
- Application Ref No:** 19/02740/CPU

Regus, Tower Court Business Centre, Oakdale Road, York, YO30 4XL

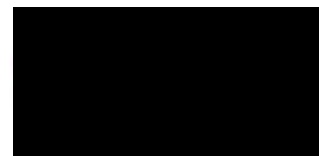
RECEIVED  
05 MAR 2024



created on edozo

Plotted Scale - 1:1,250

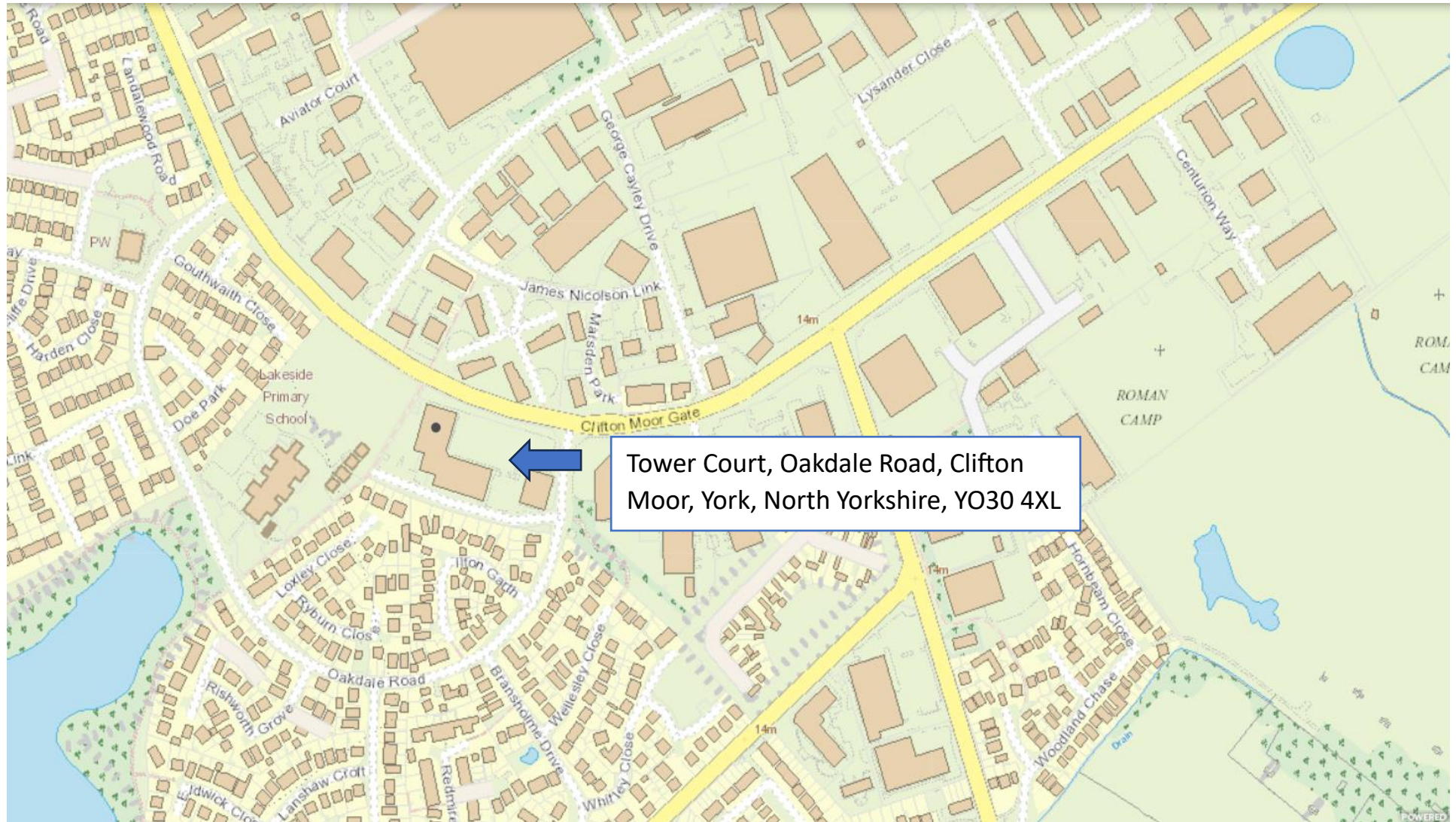
This plan is published for the convenience of identification only and although believed to be correct is not guaranteed and it does not form any part of any contract.



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Annex 4 - Map showing location of premises



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**Appendix 11****Private Hire Operators' Licence Conditions**

1. All applicants are required to complete an application form and are reminded that it is an offence to knowingly or recklessly make any false statement or omit relevant information.
2. The Booking Office premises of a Private Hire Operator shall be approved by the Council and shall conform to all Planning Regulations and other legal requirements in respect of business premises. Details must be provided of where vehicles will be parked when waiting for bookings. In the event that it is found that the Booking Office is operating without all necessary planning consents or in breach of planning conditions, the Private Hire Operator's licence will be deemed suspended until planning consent is obtained.
3. The current Private Hire Operators licence must be displayed at the business premises to which the licence relates in a prominent position at all times in view of the general public with the exception of such times as the licence is presented to the Council for amendment.
4. The licensed Operators shall have in force a Public Liability Insurance policy providing a minimum of £2,000,000 indemnity in respect of any one incident where there is public access to a booking office. This policy will be produced to the Council annually.
5. The licensed Operators, who have employees, shall have in force an Employers Liability Insurance policy complying with the Employers Liability (Compulsory Insurance) Act 1969 covering death or personal injury arising out of any incident during the course of a person's employment. This policy will be produced to the Council annually.
6. During the currency of the licence, the Operator shall notify the Council in writing within 7 days of any temporary change of residence which is for a period in excess of 21 days.
7. The licensed Operator shall inform the Council within 14 days of any change of the partners or Directors of the company, or any change on the Secretaryship or Chairmanship thereof.
8. Each Operator, when disposing of any business interest, shall within 14 days give notice in writing to the Council that the business registered in his/her name has terminated.
9. The licensed Operator must notify the Council and nominate a responsible person to take responsibility on an interim basis if they are absent from the business for 15 days or more.
10. The licensed Operator will ensure that the Council has his/her most up to date contact details, including a mobile telephone number and email address. There should also be a generic email address for the company.
11. The licensed Operator shall keep a record for a period of not less than 36 months, of all the hackney carriage/private hire vehicle licence number, plate number, registration number and make and model of all hackney carriages/private hire vehicles operating from his/her office. Such records shall be sent to the Council annually and be available at all reasonable times for inspection by the Council.

12. The licensed Operator shall keep a record for a period of not less than 36 months, of all the hackney carriage/private hire driver's licence number, badge number, personal identity code name or number and name and address of each driver operating from his/her office. Such records shall be sent to the Council annually and be available at all reasonable times for inspection by the Council.
13. The licensed Operator shall make sure that hackney carriage/private hire vehicles and driver's operating from his/her office have had their licence renewed by the Council.
14. The licensed Operator shall display in a prominent position visible to customers visiting his premises at his place of business a list of fares and booking fees chargeable by the Operator. The Council shall be supplied with an up to date list of fares within 14 days of any changes made.
15. The licensed Operator will ensure that the licence issued by the Department of Trade and Industry for all radio equipment used is current and valid. All equipment must only be used on the frequencies stipulated in the D.T.I. licence and the licensed Operator must allow the Council access to inspect all equipment and D.T.I. licenses.
16. The licensed Operator shall keep and maintain at all times for a period of not less than six months, a record of hiring showing the particulars of every booking of a hackney carriage/private hire vehicle, including any booking accepted at the request of another Operator.

The record must be kept in the form of a log sheet or computer database detailing in particular:-

- a) The date and time of each booking
- b) The name and address of the hirer (if known)
- c) The dates, time and place of the commencement of each hiring
- d) The destination
- \*e) The vehicle licence number and the name of the driver
- f) For booking transferred to another operator, details of that operator and information detailed in point 'e' above

(\* This information may be given by reference to an incorporated code)

All records shall be maintained and kept up to date at all times, and shall be available for inspection at all reasonable times, without notice, by an Authorised Officer, the Police or DVSA. For the purpose of further investigation, records may be removed from the premises if so required or copied.

17. The licensed Operator shall keep a register of complaints by the public for a period of not less than 12 months.
18. Upon receiving a complaint or allegation regarding any person licensed by the Council in relation to the following matters:
  - a) sexual misconduct, sexual harassment or inappropriate sexual attention

- b) racist behaviour
- c) violence
- d) dishonesty
- e) breaches of equality

the licensed Operator shall report it immediately to the Council when the taxi licensing office is open.

19. The licensed Operator is not permitted to accept bookings forwarded by their private hire drivers.
20. Private hire operators must provide the Council with a current table of fares, including mileage fare chart.
21. If used, private hire operators must make sure all meters and PDA systems are calibrated to the correct fare scale.
22. The licensed Operator shall provide a prompt, efficient and reliable service to members of the public at all times, ensuring that when a private hire vehicle has been hired to be in attendance at an appropriate time and place, that vehicles shall, unless delayed, attend punctually at that time and place.
23. The licensed Operator remains accountable for service delivery even upon the transfer of a booking to another licensed Operator.
24. The maximum number of vehicles that may operate from the licensed Private Hire Booking Office are detailed on this licence, this number will not be exceeded without prior written notification to the Council.

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# Uber

## City of York Council

2024

Annex 6

**Matthew Freckelton**

Head of Cities, UK

## Agenda

- 01** UK Footprint
- 02** Uber Rider App
- 03** Safety Features
- 04** Driver and Vehicle Onboarding
- 05** Booking Records
- 06** Safety Complaints Process
- 07** Enhanced Pick up and Drop off
- 08** Law Enforcement Liaison
- 09** EV and Net Zero
- 10** Uber and GMB
- 11** Driving with Uber
- 12** Marketplace Health
- 13** New modalities

# UK Footprint

# Uber

61

Towns and Cities

100,000

Drivers

5m+

Active Riders

1B+

Completed Trips

£5bn

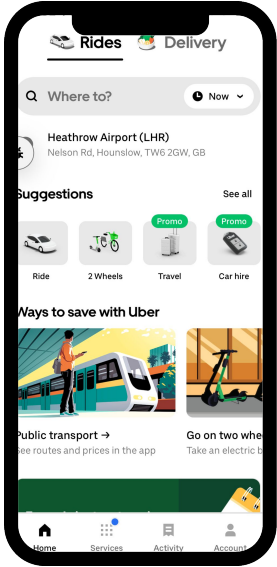
Economic activity unlocked  
in the UK in 2022

£686m

Night time economy activity  
enabled

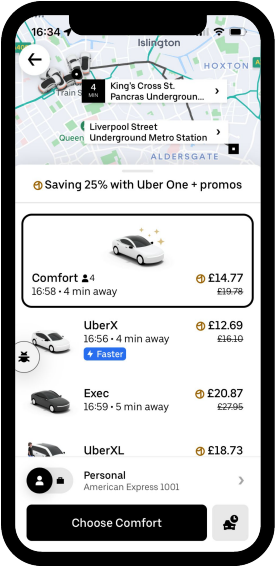
# Uber Rider App

Open



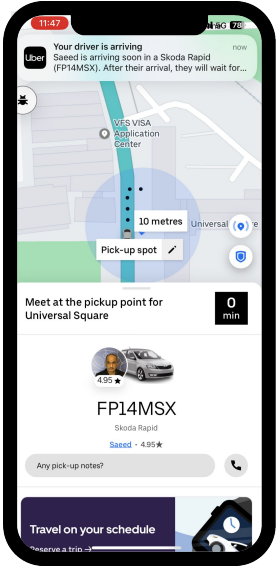
GPS identifies location and riders enter a destination.

Book



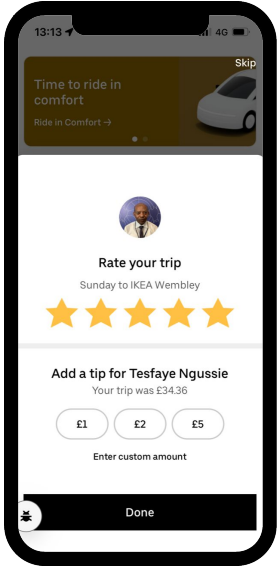
Riders see an upfront price (UPF) and click to book their ride.

Ride



Riders know exactly who is picking them up and what car they are in, and can track progress.

Rate



Provide feedback after every trip. Payment is made and an email receipt sent.



# Safety Features

## Before Trip



Drivers and vehicles are fully licensed



Technology-assisted checks to verify drivers identity



The rider knows the partner-driver is picking them up and can use PIN verification



Anonymised calls and chat between riders and drivers

## During Trip



Uber tracks all trips on GPS to keep a record of the ride



Riders and Drivers can share their estimated time of arrival, which is tracked by a live GPS so loved ones can follow their route throughout the trip.



You can use the in-app emergency button to call the authorities. The app displays your location and trip details.



RideCheck can help detect if a trip has an unexpected long stop or a possible crash has occurred.

## After Trip



1 - 5 star feedback rating on each trip

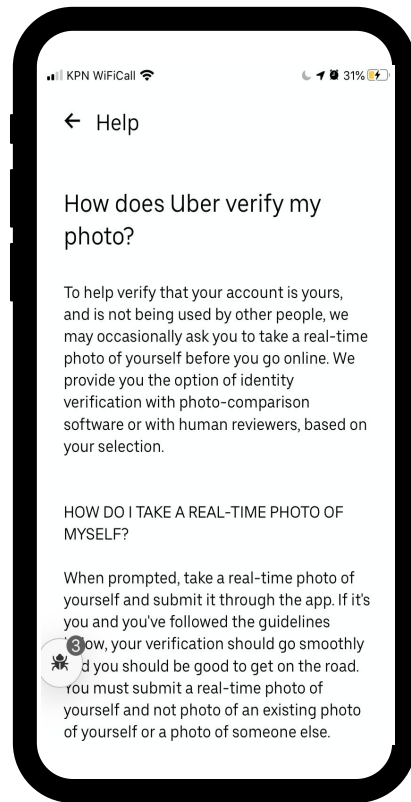
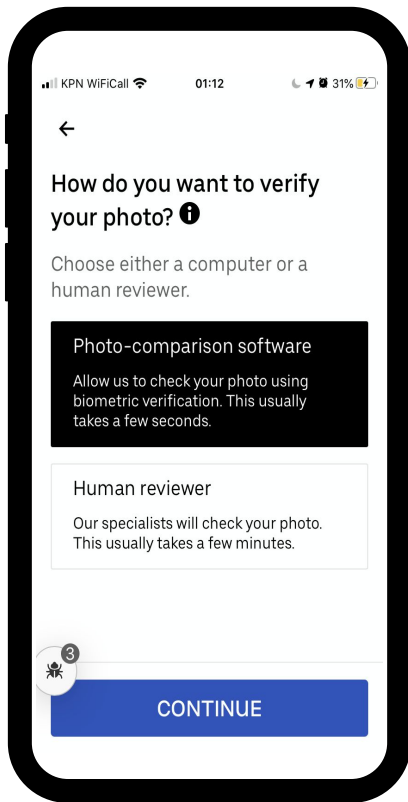
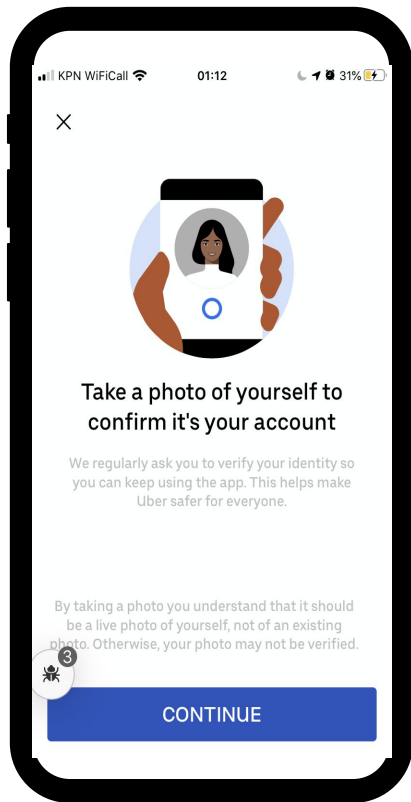
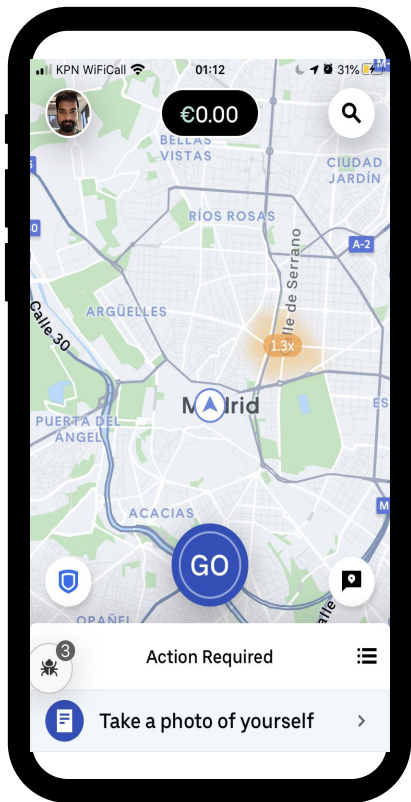


Fast response to issues and a rigorous approach to dealing with complaints



The system can prevent certain riders and drivers being matched on future bookings

# Real Time Hybrid ID Check



# Driver and Vehicle Onboarding

## Greenlight Hubs

Uber currently has over 100,000 active drivers across the UK who have successfully completed our onboarding processes.

Our Greenlight Hubs have on average 14k individual interactions with drivers each month.

## In Person ID Check

Drivers attend an in person ID check at one of our Greenlight Hubs. An Uber team member will take a photograph of the driver which then appears in the app.

## Document Upload

Driver and vehicle documents are uploaded remotely by the driver via the Uber app. Information on the documents are transcribed into Uber systems. E.g. expiry dates.

## Document Checking

Documents are then checked against template versions received from the Council to identify potential fraudulent documents. Through API integrations with certain insurance companies, vehicle insurance documents are then checked with the insurer for their validity. If a Public Register is provided by the Council than that is also checked.

## Green Light

Drivers are only eligible for dispatch when all required documentation is approved/checked and the onboarding session is completed.

# Booking Records

Every trip is logged in the Uber database, even if the trip is subsequently cancelled.

Trip information is immediately available in case of any incident. The trip log will show us:

- The exact route of the trip
- The timings of booking, arrival, trip commencing, trip ending
- Details of rider, driver and vehicle
- Price of trip
- Fare quote provided to the customer before the trip

Dedicated 24/7 email

---

Dedicated 24/7  
Regulatory Phone Line

---

In person inspections /  
prints at licenced office

# Safety Complaints Process

Intake	Triage	Reporting	Investigation	Outcome
<p>Riders can contact uber support via:</p> <ul style="list-style-type: none"><li>-24/7 Phone line</li><li>-In-app help centre</li><li>-Web: help.uber.com</li></ul> <p>We also respond to complaints directed at us on social media</p>	<p>We automatically route complaints to the appropriate agent based on the type of complaint.</p> <p>If appropriate, we suspend users access to the app while we investigate.</p>	<p>In line with regulatory requirements, we will report specific complaints to the local authority.</p> <p>We also report complaints to the relevant police force, in line with our agreed police reporting processes.</p>	<p>As appropriate, our Support Agents will reach out to impacted parties to gain their perspective, as well as reviewing any applicable records.</p>	<p>Our Safety Liaison Officers will make an outcome determination on the case.</p> <p>All records retained inline with conditions.</p>

# Enhanced Pick up and Drop off

Allows Uber to create geofences and set pick up and drop off points within in a mapping tool.

Riders requesting a trip to or from a location within the geofence will be automatically routed to the set pick up or drop off point.

This tool is useful for:

- Large and complex venues like airports, football stadiums and racecourses
- Music festivals
- Pedestrianised Streets
- Hackney Ranks
- Railway Stations

**Example:** York City Centre. Pick up and drop off points outside of the new barrier entrances. The geofence is timed to turn on and off in sync with the new barriers.



# Law Enforcement Liaison

As part of Uber's commitment to safety, we have a dedicated team that responds to requests for information from law enforcement and public health officials.

This support team is available everywhere we operate, 24 hours a day.

In line with Uber's Global Data Sharing Policy requests must be **legal, proportionate & necessary** and linked to an active investigation.

All requests are subject to a legality, proportionality & necessity (Privacy Focused) assessment.

A valid and sufficient legal process is required for disclosure of business records regarding customers or trips (IPA/MLAR/MLAT).

- Submit legal process
- Make emergency requests
- Request direct liaison
- Check ongoing requests
- Submit Common Law Police Disclosures

Video for more information: <https://youtu.be/gkibXTxwTP8>

<https://publicsafety.uber.com>

Uber Legal guidelines Help English Sign in/register

## Public safety response portal

Committed to public safety and data privacy

As part of Uber's commitment to safety, we have a dedicated team that responds to requests for information from law enforcement and public health officials. This support is available everywhere we operate, 24 hours a day.

Watch the video

### Submit a request

for the below businesses

Uber Uber Eats Postmates Uber Freight

For law enforcement requests →

For public health requests →

# Electrification and Net Zero

We're committed to changing the way the world moves forward. That's why we're aiming to be a zero-emission mobility platform across the UK by the end 2030.



## Active EVs

13.5k Active EVs in October 2023. By the end of 2025 we aim to have 100% electric vehicles in London with and the rest of the UK by the end of 2030.

## Charging Incentives

Uber Pro account users can save on their monthly BP Pulse Subscription and access exclusive Uber charging points and reduced kWh rates.

## EV Fund

Up to £150m fund for drivers to access to help them move to an EV vehicle.



# Uber and GMB

In 2021, Uber and GMB signed the first national union recognition agreement ever in the gig economy.



## Driver Casework

Over 1,000 drivers have been helped with Uber and GMB working together on casework to resolve driver issues.

## Joint Training

We have designed and launched de-escalation training for drivers to support them in handling difficult interactions out on the road.

## Driver Campaigning

Drivers should be free to work for multiple operators. All drivers should have worker protections including minimum earnings, pension and holiday pay. Ensuring where possible that drivers are seen as a key profession that keep communities and cities moving.

# Driving with Uber

As workers; Uber drivers are entitled to the National Minimum Living Wage, Holiday Pay and access to a Pension.



## Minimum Earnings Guaranteed

A guarantee to earn at least the National Living Wage while you're on Uber trips after expenses. This is a minimum amount, not a maximum, and you will continue to have the opportunity to earn more.

## Holiday Pay

Drivers receive holiday pay. You will receive an additional 12.07% of your weekly earnings (after expenses) to reflect statutory holiday pay, making it easier to plan some much-needed downtime with family and friends.

## Pension Plan

You will have access to a pension plan that will include contributions from you and Uber, helping you plan ahead and build a nest egg for the future.

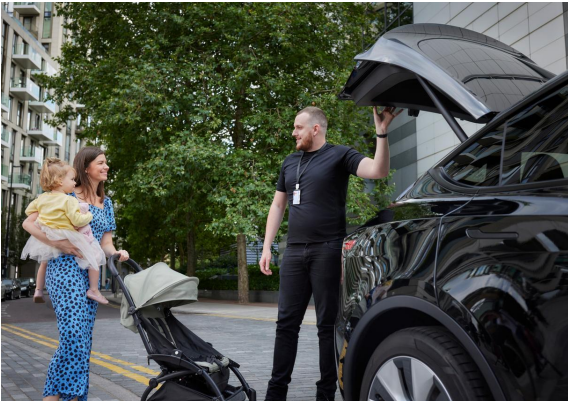
# Marketplace Health

Uber aims to deliver a reliable service for more riders and more earning opportunities for drivers.



## Large Events

Working local with Local Authorities, Venues and Local Transport Teams we can ensure there is enough supply to meet planned spikes in demand at certain times of the day for large venues like Music Concerts or Race Days.



## Growing ridership of Uber

Increasing access of ways to get around cities can include launching new services like Uber Reserve, Pet, Assist and UberXL.

We also invest in rider growth for new and existing riders using rider promotions like 20% off limited time offers.



## Earnings Opportunities

Balancing marketplaces and delivering great experiences can involve using incentives for new drivers as well as time specific incentives for example at a weekend or for nighttime reliability.



# Trains and Planes now on Uber





End of Presentation

**Matthew Freckelton**

Head of Cities, UK

[matthew.freckelton@uber.com](mailto:matthew.freckelton@uber.com)

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Licence Holder:	Uber Britannia Ltd.		
Licensing Authority	First Licence Issue Date	Current Licence Issue Date	Current Licence Expiry Date
Birmingham City Council	06/02/2015	29/01/2021	31/01/2026
Solihull Metropolitan Borough Council	12/05/2015	10/03/2021	11/05/2026
Walsall Council	26/11/2015	13/11/2023	12/11/2028
Dudley Metropolitan Borough Council	20/02/2016	29/01/2024	28/01/2029
City of Wolverhampton Council	11/05/2016	14/05/2021	13/05/2026
Brighton & Hove City Council	05/11/2015	11/12/2023	10/12/2028
Chichester District Council	14/12/2016	14/12/2021	13/12/2026
Lewes District Council	13/02/2017	20/09/2023	12/02/2027
South Cambridgeshire District Council	09/12/2015	17/11/2021	08/12/2026
Cambridge City Council	21/12/2015	21/12/2021	20/12/2027
The City of Cardiff Council	23/12/2015	07/12/2020	22/12/2025
Newport City Council	16/08/2016	16/08/2021	15/08/2026
Swansea Council	12/01/2024	12/01/2024	31/12/2028
Hull City Council	12/02/2024	12/02/2024	31/10/2028
Kirklees Metropolitan Borough Council	03/02/2015	17/08/2021	16/08/2026
Leicester City Council	02/04/2015	15/12/2022	14/12/2027
Manchester City Council	01/02/2014	07/07/2022	31/07/2026
Salford City Council	16/10/2014	28/10/2021	28/11/2028
Trafford Council	01/11/2014	01/11/2020	01/01/2025
Bury, Metropolitan Borough of	07/03/2015	23/03/2024	22/03/2025
Oldham Council	25/03/2015	25/03/2021	24/03/2026
Bolton Metropolitan Borough Council	26/03/2015	26/03/2023	25/03/2024
Rochdale Borough Council	26/04/2015	14/09/2023	25/04/2028
Tameside Metropolitan Borough Council	15/09/2015	31/08/2023	30/08/2028
Wigan Council	14/10/2015	14/10/2020	06/09/2028
Rosendale Borough Council	08/12/2015	24/01/2023	23/01/2028
Sefton Council	19/06/2015	19/06/2021	18/06/2026
Knowsley Metropolitan Borough Council	21/10/2015	04/11/2021	03/11/2026
Wirral Council	26/11/2015	26/11/2020	25/11/2025
Liverpool City Council	24/11/2016	13/10/2021	23/11/2026
Cheshire West & Chester Borough Council	30/05/2017	30/05/2022	29/05/2027
Newcastle City Council	24/02/2015	04/02/2021	23/02/2026
Sunderland City Council	22/03/2016	01/03/2021	28/03/2026
Durham County Council	05/01/2017	09/01/2017	08/01/2027
Stockton-on-Tees Borough Council	22/01/2024	22/01/2024	30/11/2028
Derby City Council	13/12/2016	14/12/2021	13/12/2026
Sheffield City Council	12/12/2014	01/03/2023	29/02/2028
Rotherham Borough Council	23/10/2015	23/10/2023	22/10/2024
Portsmouth City Council	18/01/2015	25/01/2021	31/01/2026
Fareham Borough Council	16/12/2015	20/04/2020	30/04/2025
Southampton City Council	01/02/2016	01/01/2022	31/12/2026
New Forest District Council	12/05/2016	01/05/2021	30/04/2026
Bristol City Council	03/01/2015	03/01/2021	02/01/2026
South Gloucestershire Council	22/06/2015	06/07/2022	22/07/2027
North Somerset Council	12/10/2015	12/10/2021	11/10/2024
Stoke-on-Trent City Council	14/08/2015	09/02/2021	08/02/2027
Newcastle-Under-Lyme Borough Council	22/02/2016	16/02/2024	15/02/2029

<b>Licence Holder:</b>	Uber Ireland Technologies		
<b>Licensing Authority</b>	<b>First Licence Issue Date</b>	<b>Current Licence Issue Date</b>	<b>Current Licence Expiry Date</b>
National Transport Authority	25/06/2014	01/07/2023	01/07/2024



<b>Licence Holder:</b>	Uber Scot Ltd.		
<b>Licensing Authority</b>	<b>First Licence Issue Date</b>	<b>Current Licence Issue Date</b>	<b>Current Licence Expiry Date</b>
Edinburgh City Council	20/03/2015	29/05/2023	25/07/2024
Glasgow City Council	27/05/2015	17/03/2021	29/02/2024

Licence Holder:	Neil McGonigle		
Licensing Authority	First Licence Issue Date	Current Licence Issue Date	Current Licence Expiry Date
Leeds City Council	09/11/2014	13/05/2021	12/05/2026
Wakefield Council	20/02/2015	05/06/2020	04/06/2025
Bradford Metropolitan Borough Council	01/05/2015	24/06/2020	23/06/2025
Calderdale Council	14/03/2016	11/06/2020	10/06/2025
Stockport Metropolitan Borough Council	14/06/2014	01/12/2021	30/11/2026
St Helens Council	05/01/2016	04/01/2021	04/01/2026
Havant Borough Council	19/01/2016	19/01/2021	18/01/2026

<b>Licence Holder:</b>	Uber London Ltd.		
<b>Licensing Authority</b>	<b>First Licence Issue Date</b>	<b>Current Licence Issue Date</b>	<b>Current Licence Expiry Date</b>
Transport for London	31/05/2012	28/03/2022	27/09/2024

<b>Licence Holder:</b>	Shammi Raichura		
<b>Licensing Authority</b>	<b>First Licence Issue Date</b>	<b>Current Licence Issue Date</b>	<b>Current Licence Expiry Date</b>
Nottingham City Council	01/11/2015	16/06/2021	30/07/2026

<b>Licence Holder:</b>	Matthew Freckelton		
<b>Licensing Authority</b>	<b>First Licence Issue Date</b>	<b>Current Licence Issue Date</b>	<b>Current Licence Expiry Date</b>
Bath and North East Somerset Council	01/11/2015	09/06/2020	30/09/2024

<b>Licence Holder:</b>	Uber NIR Ltd.		
<b>Licensing Authority</b>	<b>First Licence Issue Date</b>	<b>Current Licence Issue Date</b>	<b>Current Licence Expiry Date</b>
Belfast Driver & Vehicle Agency	02/12/2015	24/11/2020	01/12/2025

*Refused, Suspended & Revoked Licences - Uber*

Uber Britannia Ltd's application for an operator licence was refused by Reading Borough Council (RBC) in March 2016. The reasons given were not relevant to this current application, being related to particular requirements in RBC's local licence conditions and concerns around local demand and the number of vehicles that will be operated in that area.

Uber Britannia Ltd's application for an operator licence with Swansea City & County Council (SCCC) was made alongside a request for an exemption to one of the conditions. Condition 22 requires the operator to check all vehicles before the start of each shift. Uber does not assign shifts to licensed private hire drivers who use our app. As independent contractors, drivers who use the app have the flexibility to switch the app on/off as they see fit, with many enjoying the flexibility of having no set shifts or minimum hours. It is felt that the purpose of this requirement is already adequately met by the driver and vehicle licence conditions and our ability to suspend those not in compliance where this is necessary. The exemption was not granted by the Licensing committee and in September 2017 the application was subsequently not successful. On 8 December 2024 Uber Britannia Ltd applied again for an Operator Licence with Swansea Council alongside another exemption request to Condition 22. This was granted as of 12 January 2024.

The City of York Council refused Uber Britannia Limited's application to renew its PHO licence on 12 December 2017. This decision was made on two bases:

- There had been a failure on Uber's part to inform the relevant authorities, including the Council, of a 2016 data breach in a timely manner. Members of the Licensing and Regulatory Committee concluded that this had rendered Uber unfit to hold an operator's licence at that point in time.
- There had been an increase in complaints received by the Council regarding private hire vehicles driving in York which had been operated by Uber. Members of the Committee concluded that this trend indicated that there were issues with the proper management of drivers by Uber.

Uber withdrew its appeal in respect of the Council's refusal.

- With respect to the first ground, Uber in 2017 was unequivocal in stating that the handling of the data breach in 2016 was wrong, and decisive in following through on that conclusion. The ICO's 2018 Penalty Notice in respect of that breach noted that *"Uber has taken substantial and prompt remedial action to prevent a reoccurrence of this type of incident"*.
- With respect to the second ground, a subsequent FOIA enquiry revealed that 83% of the complaints in question had been submitted by the York taxi trade. Uber takes its regulatory obligations seriously, and all complaints received regarding drivers are rigorously investigated by trained support agents.



*Refused, Suspended & Revoked Licences - Uber*

TfL refused Uber London Limited's application to renew its PHO licence in September 2017. The decision was appealed, and ULL was found to be fit and proper in June 2018, and the licence was renewed for 15 months.

On 29 November 2017, Uber Britannia Limited was issued a suspension notice by Sheffield City Council, due to a perceived failure to respond to a Section 73 request for information. However, due to a clerical error by the council, the request was posted to an address that did not exist. Once the situation came to light, Uber Britannia Limited was able to respond promptly and answer all of the questions within the Section 73 request. The issue was fully resolved within a matter of days, and the suspension notice was lifted before the suspension actually took effect.

On 28 March 2018, a sub-committee for Glasgow City Council refused an application by Uber Scot Ltd. for a temporary licence at a new booking office address. The concerns cited at this time related to the day-to-day manager residing outside of Scotland as well as Uber's lack of phone contact for their Glasgow office. Following this, a new day-to-day manager was assigned to Glasgow and Uber was later granted a renewed 3 year licence for its updated booking office address on 18 April 2018.

Brighton and Hove City Council refused Uber Britannia Limited's application to renew its PHO licence in May 2018. The decision was appealed, and UBL was found to be fit and proper in December 2018, and the licence was renewed for five years. Following this, on 11 December 2023, Brighton and Hove City Council granted Uber Britannia Ltd a renewed 5 year PHO licence.

TfL refused Uber London Limited's application to renew its PHO licence in November 2019. On 28 September 2020 Westminster Magistrates' Court granted Uber a TfL operators licence for 18 months. On 28 March 2022, TfL granted Uber London Limited a 30 month PHO licence.



City of York Council

Committee Minutes

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Meeting	Gambling, Licensing & Regulatory Committee
Date	12 December 2017
Present	Councillors Douglas (Chair), Crisp, Hayes, Hunter, Looker, Mason, Mercer, Orrell, Reid, Richardson, Taylor and Wells
Apologies	Councillors Funnell, Gillies and Pavlovic

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**6. DECLARATIONS OF INTEREST**

Members were asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they may have in respect of business on the agenda. None were declared.

**7. EXCLUSION OF PRESS AND PUBLIC**

Resolved: That the press and public be excluded from the meeting during the consideration of Annex 1 of agenda item 5 on the grounds that it contains information relating to any individual, information which is likely to reveal the identity of an individual and information relating to the financial or business affairs of an individual(s). This information is classed as exempt under Paragraphs 1, 2 and 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

**8. MINUTES**

Resolved: That the minutes of the meeting held on 13 November 2017 be approved as a correct record and signed by the Chair.

**9. PUBLIC PARTICIPATION**

Members were given an overview of the report. This included an officer update relating to an e mail dated 22<sup>nd</sup> November 2017 received from Neil McGonigle of Uber Britannia Limited regarding a data breach.

It was reported that there had been 12 registrations to speak at the meeting under the Council's Public Participation Scheme. 8 spoke in objection.

Cllr Stuart Rawlings spoke as a Member of the Staffing and Urgency Committee at which the Uber licence was considered previously. He expressed concern regarding the number of complaints made against Uber and suggested that some of this detailed information was missing from the report presented to Members.

Saf Din, Chair of the York Hackney Carriage Drivers Association spoke in objection. In his view Uber had abused their position by allowing other Uber out of town vehicles to work in York, breached traffic rules, and failed to clarify with him who the customers' contract was with when travelling with Uber. Saf Din handed in a petition containing 1397 signatures. The petition asks City of York Council to restrict vehicles licensed by other authorities from working in the city and for the Uber licence not to be renewed . The Democracy Officer took receipt of the petition.

Lee Ward, Chairman of A Local Private Hire Association (ALPHA) Sheffield spoke in objection. He stated that Uber operated under a number of operating names and he listed the councils that he was aware of that had not granted a licence to Uber.

Wendy Loveday, of the York Private Hire Association spoke in objection . She cited the circumstances surrounding the Uber data breach and her concerns regarding passenger safety as reasons she considered warranted refusal of the application for renewal. In response to a question from Members she clarified that legislation required such a data breach to be reported within 72 hours.

Antony Green spoke in objection, referring to the data security breach and his understanding that Uber have withheld information from the police.

Jim Love, Chairman of Fleetways Taxis spoke in objection. In his view Uber did not take the shortest possible route to their destination. He submitted printed copies of examples of the map shown on a customer's Uber app, which he considered demonstrated this.

Lynn Brook, GMB Organiser spoke in objection. She stated that in her view Uber failed to complete drivers' background safety checks, and that the registered office at Clifton Moor was unmanned. She also alleged that Uber drivers plied for hire and drove illegally. When asked by Members she confirmed that there were no cases in York under which Uber drivers operated without background checks, and this was information from the GMB for Uber operating in other areas. She also clarified that the background checks referred to were criminal record checks, and in York she noted that the Licensing Authority was responsible for those checks.

Mike Palmer, Hackney carriage driver spoke in objection. He said the Uber office in York was empty.

Cllr Danny Myers, Ward Councillor for Clifton spoke in objection. In his view Uber Britannia Limited failed the fit and proper test for the licence and he added that the data breach may have included people living in York. He also referred to the alleged use by Uber of specialist software to restrict access to data when regulatory checks were carried out by authorities.

Neil McGonigle, Uber Head of Cities, North of England spoke in support. He stated that there had been an increase in the number of people using their service in York, increasingly by international visitors to the city. He explained:

- the use of information in the app and the ability to track journeys via the app
- the measures taken by the company when Uber drivers had been caught plying for hire
- that the company worked with licensing authorities to resolve such actions.

In response to Member questions, Mr McGonigle and the Uber legal representative present at the meeting clarified:

- Who the customer contracts for bookings and transportation were with.
- That the responsibility for undertaking driver DBS checks lies with the licensing authority.

- The driver checks undertaken by Uber are validated via technology.
- 28,000 people had used the app in York during the last three months.
- There are 10 Uber drivers licensed in York, (later corrected by the Licensing Officer that there are six).
- Customer payment is to a specific Uber company from which Uber take their fee and pay the driver.
- The obligation for vehicle checks is with the Uber driver.
- An administrative error made by Sheffield City Council was the reason for the suspension of the Uber operator licence in Sheffield.
- The company's use of map routes and surcharges.
- The Directors of Uber Britannia Limited are also Directors of Uber London Limited.

**10. APPLICATION FOR THE RENEWAL OF PRIVATE HIRE OPERATOR LICENCE BY UBER BRITANNIA LIMITED**

Members considered a report which sought determination of an application for the renewal of a Private Hire Operators Licence which had been made under Section 55, Part 2 of the Local Government (Miscellaneous Provisions) Act 1976, in respect of Uber Britannia Limited (Uber) to operate from Tower Court, Oakdale Road, Clifton Moor, York, YO30 4WL.

In response to Member questions Officers clarified:

- City of York Council does not give preferential treatment to Uber
- The App Platform used by Uber could not be considered as part of the Committee decision.
- The contract between the driver , the operator and the customer is no different to the situation for other licensed drivers in the city who work for an operating company.
- The data breach is a relevant consideration in determining whether Uber remain "fit and proper" to hold a licence. Members were advised that the investigation into the data breach by the Information Commissioner's Office was not yet concluded.
- Detail about the complaints against Uber in York was given. Members were referred to the information included in Annex 4 of the report.

- If the application for the licence was refused, this would not stop Uber drivers licensed outside of the authority area working in York.
- As the Licensing Authority, City of York Council undertakes relevant safety checks on drivers.
- The law relating to the “fit and proper” test and Wednesbury reasonableness.

During debate Members raised the following issues:

- Concern regarding the data breach in respect of Uber user data, from which there were serious potential consequences to those members of the public in York who had entrusted their personal information to Uber.
- Concern that despite an admission that Uber was aware of the data breach in late 2016, there was a failure to inform the relevant authorities, including the Licensing Authority, of the breach in a timely manner, contrary to information laws.
- Concern in respect of the increase in complaints received by the Licensing Authority regarding private hire vehicles driving in York which were operated by Uber.
- There was no clear information about how Uber carried out checks on drivers and their vehicles.

Members considered the following options:

#### Option 1

Grant the licence, with the standard licence conditions attached, for a period of 5 years in accordance with the 1976 Act.

#### Option 2

Grant the licence, with the standard licence conditions attached, and/or other conditions that are considered appropriate and for a lesser period if considered appropriate by the Committee in accordance with S55 to the 1976 Act.

#### Option 3

Refuse the application if satisfied having regard to the facts sets out in the application and this report that any of the grounds set out in Section 62 are made out.

Following consideration of the options, it was:

Resolved: That, in accordance with Option 3, Uber Britannia Limited’s (Uber) application for the renewal of a Private Hire

Operators Licence be refused, and pursuant to S.62 this was on the following grounds:

Reasons:

- i. S.62 (b) of the 1976 Act: any conduct on the part of the operator which appears to the district council to render him unfit to hold an operator's licence IN THAT

Within the last year (22 November 2017) the applicant admitted in writing to the Licensing Authority that a significant data breach occurred in respect of Uber user data. The compromised data included some personal information of 57 million Uber users around the world, including names, email addresses and mobile phone numbers. There are serious potential consequences of a data breach of this magnitude to those members of the public in York who entrust their personal information to a licensed operator. It is understood that the data breach is presently being investigated by the Information Commissioner's Office. It is of concern to the Licensing Authority that despite an admission that the applicant was aware of this serious breach in late 2016, there was a failure to inform the relevant authorities, including the Licensing Authority, of this serious breach in a timely manner, contrary to information laws. Such conduct is considered to render the applicant unfit to hold an operator's licence.

- ii. S.62 (d) of the 1976 Act: any other reasonable cause IN THAT

Within the last year there has been an increase in complaints received by the Licensing Authority regarding private hire vehicles driving in York which are operated by the applicant. This trend is of sufficient concern to indicate that there are issues with the proper management of drivers by the applicant in its role as operator.

Cllr H Douglas, Chair

[The meeting started at 5.00 pm and finished at 7.35 pm].

Annex 10 – Taxi Complaints 1<sup>st</sup> April 2023 – 31 March 2024Uber

(31 in total)

Ref. No	Source	Category	Detail	Date	Outcome
234484		Waiting on a taxi rank	Uber parked on Queen Street rank	18/05/2023	I51 Accepted Complaint - Written Warning / Advice
234529	Trade	Waiting on a taxi rank	Uber picking up at taxi rank	22/05/2023	I51 Accepted Complaint - Written Warning / Advice
235175	Trade	Waiting on a taxi rank	Bradford Uber stopping on a Minster rank	29/06/2023	I51 Accepted Complaint - Written Warning / Advice
235435	Trade	Waiting on a taxi rank	Kirklees UBER picking up from taxi rank	17/07/2023	I51 Accepted Complaint - Written Warning / Advice
235436	Trade	Waiting on a taxi rank	Uber parked on a Hackney Carriage rank	17/07/2023	I51 Accepted Complaint - Written Warning / Advice
238668	Trade	Waiting on a taxi rank	Bradford plated driver parked on a rank	05/02/2024	I51 Accepted Complaint - Written Warning / Advice
238697	Trade	Standard of Driving	Uber driving wrong way. York driver responded aggressively	06/02/2024	I51 Accepted Complaint - Written Warning / Advice
238801	Trade	Waiting on a taxi rank	Uber picking up passengers from rank	12/02/2024	I51 Accepted Complaint - Written Warning / Advice
238812	Trade	Waiting on a taxi rank	Leeds Uber on station rank	12/02/2024	I51 Accepted Complaint - Written Warning / Advice
238893	Trade	Waiting on a taxi rank	Bradford Uber on rank at Duncombe Place	15/02/2024	I51 Accepted Complaint - Written Warning / Advice
238755	Trade	Plying for Hire	Calderdale Uber picking up from drop off zone at station	08/02/2024	I53 No further action (Copied in)
238756	Trade	Standard of Driving	Uber ignoring no right turn on Clifford St	08/02/2024	I53 No further action (Copied in)
238757	Trade	Plying for Hire	Bradford driver picking up from drop off zone at station	08/02/2024	I53 No further action (Copied in)
238808	Trade	Plying for Hire	Bradford Uber parked on rank allegedly plying for hire	12/02/2024	I53 No further action (Copied in)

238817	Trade	Standard of Driving	Failure to comply with traffic signs - illegal right turn	12/02/2024	I53 No further action (Copied in)
234652	CYC	Waiting on a taxi rank	Bradford UBER picking up from racecourse rank	31/05/2023	I61 Referred to other department or agency
234653	CYC	Waiting on a taxi rank	Kirklees UBER picking up from racecourse rank	31/05/2023	I61 Referred to other department or agency
234918	Trade	Waiting on a taxi rank	Bradford UBER picking up from rank	15/06/2023	I61 Referred to other department or agency
235134		Breach of Conditions	Calderdale Uber no side plates	27/06/2023	I61 Referred to other department or agency
235147		Disability	Bradford Uber refused guide dog	28/06/2023	I61 Referred to other department or agency
235447	Trade	Plying for Hire	Uber alleged plying for hire	18/07/2023	I61 Referred to other department or agency
236082	Trade	Smoking	Leeds Uber driver smoking in vehicle	24/08/2023	I61 Referred to other department or agency
236080	Trade	Standard of Driving	Calderdale Uber driver - driving dangerously	27/08/2023	I61 Referred to other department or agency
236873		Parking	UBER Driver parked in disabled bay - became aggressive.	13/10/2023	I61 Referred to other department or agency
237712	CYC	Parking	UBER Parked in disabled bay - railway station	04/12/2023	I61 Referred to other department or agency
238669	Trade	Standard of Driving	Bradford Uber driving wrong way round a roundabout	05/02/2024	I61 Referred to other department or agency
238698	Trade	Breach of Conditions	Kirklees driver with no side plates	06/02/2024	I61 Referred to other department or agency
238763	Trade	Standard of Driving	Uber driver ignored no right turn on Lendal	07/02/2024	I61 Referred to other department or agency
238764	Trade	Standard of Driving	Uber driver ignored no right turn on Lendal	07/02/2024	I61 Referred to other department or agency
238923		Vehicle Condition	Concern Uber has faulty wheel	19/02/2024	I61 Referred to other department or agency
239139	Trade	Waiting on a taxi rank	Uber parked at Queen Street rank	28/02/2024	I61 Referred to other department or agency



**All other taxis****(104 in total)**

Ref. No	Source	Category	Detail	Date	Outcome
234053		Conduct	Driver sending inappropriate texts to customer	19/04/2023	I50 Accepted Complaint - Formal enforcement action taken
236732	CYC	Smoking	Driver smoking	06/10/2023	I50 Accepted Complaint - Formal enforcement action taken
237690		Conduct	Allegation of sexual harassment	28/11/2023	I50 Accepted Complaint - Formal enforcement action taken
237691		Conduct	Alleged sexual assault	30/11/2023	I50 Accepted Complaint - Formal enforcement action taken
239323	Trade	Safeguarding	Multiple, serious accusations against driver	11/03/2024	I50 Accepted Complaint - Formal enforcement action taken
234003	Trade	Breach of Conditions	Taking 5 passengers in 4 person vehicle	18/04/2023	I51 Accepted Complaint - Written Warning / Advice
234096		Standard of Driving	Going through red traffic light and throwing litter	24/04/2023	I51 Accepted Complaint - Written Warning / Advice
234418		Standard of Driving	Dangerous manoeuvre outside school	16/05/2023	I51 Accepted Complaint - Written Warning / Advice
234562		Standard of Driving	Dangerous driving	23/05/2023	I51 Accepted Complaint - Written Warning / Advice
235202	Trade	Standard of Driving	Van blocking rank	03/07/2023	I51 Accepted Complaint - Written Warning / Advice
235327	CYC	Smoking	Driver smoking	10/07/2023	I51 Accepted Complaint - Written Warning / Advice
235337	Trade	Unlicensed	Unlicensed operator/driver offering airport runs	11/07/2023	I51 Accepted Complaint - Written Warning / Advice
235666		Conduct	Driver conduct; urination in public	01/08/2023	I51 Accepted Complaint - Written Warning / Advice
235700	Trade	Smoking	Driver smoking in Hackney Carriage Vehicle	03/08/2023	I51 Accepted Complaint - Written Warning / Advice
235978	CYC	Breach of Conditions	Artwork on vehicle	22/08/2023	I51 Accepted Complaint - Written Warning / Advice
235986		Overcharging	Double charge and phone left in taxi	22/08/2023	I51 Accepted Complaint - Written Warning / Advice

236022		Conduct	Aggressive taxi driver	24/08/2023	I51 Accepted Complaint - Written Warning / Advice
236369		Unlicensed	Unlicensed Hackney Carriage Vehicle	14/09/2023	I51 Accepted Complaint - Written Warning / Advice
236423	Trade	Plying for Hire	Picking up booking from rank	18/09/2023	I51 Accepted Complaint - Written Warning / Advice
236432	CYC	Standard of Driving	Driver allegedly watching football on phone while driving	18/09/2023	I51 Accepted Complaint - Written Warning / Advice
236479		Standard of Driving	Taxi stopping on dropped kerb/cycle route	21/09/2023	I51 Accepted Complaint - Written Warning / Advice
236566		Standard of Driving	Unsafe driving	27/09/2023	I51 Accepted Complaint - Written Warning / Advice
236602		Operator	Unreliable service & rude staff	28/09/2023	I51 Accepted Complaint - Written Warning / Advice
236750	CYC	Conduct	Verbal abuse from taxi driver	06/10/2023	I51 Accepted Complaint - Written Warning / Advice
236756	CYC	Waiting on a taxi rank	Private hire vehicle parked/waiting on St Saviourgate rank	06/10/2023	I51 Accepted Complaint - Written Warning / Advice
236779		Conduct	Confrontational, aggressive driver	09/10/2023	I51 Accepted Complaint - Written Warning / Advice
237460	Trade	Standard of Driving	Vehicle going through red light	16/11/2023	I51 Accepted Complaint - Written Warning / Advice
237717	Trade	Conduct	Driver punched window of another Hackney Carriage Vehicle	04/12/2023	I51 Accepted Complaint - Written Warning / Advice
238101		Standard of Driving	Driver using phone whilst driving	02/01/2024	I51 Accepted Complaint - Written Warning / Advice
238302		Standard of Driving	Dangerous driving/aggressive behaviour	15/01/2024	I51 Accepted Complaint - Written Warning / Advice
238522	Trade	Conduct	Offensive language used whilst carrying passengers	26/01/2024	I51 Accepted Complaint - Written Warning / Advice
238701	Trade	Waiting on a taxi rank	Driver waiting on rank/ alleged plying	06/02/2024	I51 Accepted Complaint - Written Warning / Advice
239213		Conduct	Driver urinating next to main road	04/03/2024	I51 Accepted Complaint - Written Warning / Advice
239454		Standard of Driving	PHV - Running a red light	18/03/2024	I51 Accepted Complaint - Written Warning / Advice
233842		Standard of Driving	Driving by cyclist too closely on Lendal Bridge	05/04/2023	I52 Accepted Complaint - Verbal Warning / Advice
233853		Standard of Driving	Driving too close to cyclist	05/04/2023	I52 Accepted Complaint - Verbal Warning / Advice

234099		Disability	Wheelchair refusal	24/04/2023	I52 Accepted Complaint - Verbal Warning / Advice
234289		Standard of Driving	Driving too close to cyclist	05/05/2023	I52 Accepted Complaint - Verbal Warning / Advice
234352		Standard of Driving	Driver obstructing cyclist	11/05/2023	I52 Accepted Complaint - Verbal Warning / Advice
234778	CYC	Standard of Driving	Parking on pavement / no stopping area	07/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
234789	Trade	Standard of Driving	Driver often asleep on rank	08/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
234824		Conduct	Verbally abusive driver	12/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
235054		Standard of Driving	Alleged using mobile phone	23/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
235225		Standard of Driving	Overtaking cyclists too closely	04/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
235284	Trade	Standard of Driving	Fog lights on when not needed	06/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
235490		Standard of Driving	Dangerous driving	20/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
235556		Standard of Driving	Jumping red traffic light	25/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
236388		Standard of Driving	Tailgating	15/09/2023	I52 Accepted Complaint - Verbal Warning / Advice
236691		Operator	Unable to obtain an explanation of fare	04/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
236770		Standard of Driving	Passed cyclist too closely	08/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
237046		Standard of Driving	Sounding horn for no reason	24/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
237197	Trade	Conduct	Driver shouting and gesticulating at member of public	28/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
237713		Conduct	Allegedly aggressive taxi driver	04/12/2023	I52 Accepted Complaint - Verbal Warning / Advice
238436		Standard of Driving	Driver recording customers/recording while driving	22/01/2024	I52 Accepted Complaint - Verbal Warning / Advice
238571		Conduct	Aggressive driver	30/01/2024	I52 Accepted Complaint - Verbal Warning / Advice
238678		Conduct	Uber driver intimidated by hackney driver(s)	05/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238805		Standard of Driving	Taking fare in middle of the road	12/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238807		Standard of Driving	Dangerous driving - jumped lights	12/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238860		Smoking	Rude driver and vaping	13/02/2024	I52 Accepted Complaint - Verbal Warning / Advice

238928	Trade	Conduct	Inappropriate remarks allegedly made towards customer	19/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238991	Trade	Conduct	Driver aggressive towards other drivers	21/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
239140		Parking	Taxi parking on double yellow lines	28/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
239211	Trade	Conduct	Aggressive taxi driver	04/03/2024	I52 Accepted Complaint - Verbal Warning / Advice
239406		Standard of Driving	Dangerous driver - too close to cyclist	14/03/2024	I52 Accepted Complaint - Verbal Warning / Advice
239600		Standard of Driving	Concerns about driver - tired, swerving/wrong lanes etc.	26/03/2024	I52 Accepted Complaint - Verbal Warning / Advice
238810	Trade	Standard of Driving	Failure to comply with traffic signs - illegal right turn	12/02/2024	I53 No further action (Copied in)
234005	Trade	Standard of Driving	Driving wrong way on Hull Road	18/04/2023	I53 No further action (Not established)
236480		Overcharging	Double charging	21/09/2023	I53 No further action (Not established)
236530		Conduct	Aggressive unidentified taxi driver	25/09/2023	I53 No further action (Not established)
236781		Standard of Driving	Dangerous driving	09/10/2023	I53 No further action (Not established)
236908		Conduct	Driver involved in a fight/self defence	16/10/2023	I53 No further action (Not established)
237953		Conduct	Allegedly aggressive taxi driver	18/12/2023	I53 No further action (Not established)
238080		Parking	Parking on pavement	03/01/2024	I53 No further action (Not established)
238164		Standard of Driving	Dangerous driving	08/01/2024	I53 No further action (Not established)
238612		Overcharging	Overcharged for taxi fare - refunded	01/02/2024	I53 No further action (Not established)
238704		Conduct	Ordered lone female passenger to get out of taxi	06/02/2024	I53 No further action (Not established)
238895		Operator	Inadequate service - taxi booked in advance on app was late	15/02/2024	I53 No further action (Not established)

238932	Trade	Breach of Conditions	Driver taking business away from first position in queue	19/02/2024	I53 No further action (Not established)
233869		Standard of Driving	Lack of local knowledge & poor driving - out of town driver	06/04/2023	I54 Accepted Complaint - Other
234775		Operator	Change to advertised fare	07/06/2023	I54 Accepted Complaint - Other
235378		Breach of Conditions	Hackney carriage with no rear plate	13/07/2023	I54 Accepted Complaint - Other
235434	Trade	Unlicensed	Unlicensed Hackney Carriage Vehicle driving around York	17/07/2023	I54 Accepted Complaint - Other
235581		Operator	Failed to collect booked customers on time - late/excuses	27/07/2023	I54 Accepted Complaint - Other
235615	Trade	Service	Number of out of town taxis in York	28/07/2023	I54 Accepted Complaint - Other
235627		Parking	Illegal parking on council land/blocking garages	31/07/2023	I54 Accepted Complaint - Other
236590		Waiting on a taxi rank	Unofficial taxi rank	28/09/2023	I54 Accepted Complaint - Other
237359		Standard of driving	Damaged plant pot on private property	09/11/2023	I54 Accepted Complaint - Other
238259		Service	Unable to get a wheelchair accessible taxi	11/01/2024	I54 Accepted Complaint - Other
238621	Trade	Conduct	Dangerous driving/aggressive driver	01/02/2024	I54 Accepted Complaint - Other
239121		Standard of Driving	Drivers passing too closely to cyclists	27/02/2024	I54 Accepted Complaint - Other
233890		Criminal	Alleged drug dealing	11/04/2023	I61 Referred to other department or agency
234309		Conduct	Inappropriate sexual comments	09/05/2023	I61 Referred to other department or agency
235987		Conduct	Aggressive. Wrong way/fast. Ret'd customer to pick up point	22/08/2023	I61 Referred to other department or agency

236081		Conduct	Alleged aggressive behaviour & theft of fare - Leeds hackney	28/08/2023	I61 Referred to other department or agency
236535		Disability	Refusal to take support dog and dangerous driving	25/09/2023	I61 Referred to other department or agency
236754		Standard of Driving	Driver went through a red light	06/10/2023	I61 Referred to other department or agency
236849		Conduct	Verbally abusive driver who ejected children from taxi	12/10/2023	I61 Referred to other department or agency
237129		Disability	Guide dog refusal	30/10/2023	I61 Referred to other department or agency
237667		Conduct	Alleged sexual harassment	29/11/2023	I61 Referred to other department or agency
238083		Smoking	Driver smoking in car	03/01/2024	I61 Referred to other department or agency
238699	Trade	Standard of Driving	Dangerous driving/ causing obstruction	06/02/2024	I61 Referred to other department or agency
238766	Trade	Standard of Driving	Driver ignored the no right turn on Lendal	07/02/2024	I61 Referred to other department or agency
238811	Trade	Service	Information requested on driver	12/02/2024	I61 Referred to other department or agency
239210	Trade	Service	Traffic lights not working	04/03/2024	I61 Referred to other department or agency

### Outcome examples

'Accepted complaints' are those which are in the officer's opinion 'more likely than not' to be substantiated.

I50 Accepted Complaint - Formal enforcement action taken = formal enforcement action as defined in the CYC Enforcement Policy including revocation of licence and prosecution.

I51 Accepted Complaint - Written Warning / Advice = written warning or advice by letter or email

I52 Accepted Complaint - Verbal Warning / Advice = in person or telephone warning or advice

I53 No further action (Copied in) = where CYC have been cc'd into a complaint made to driver's licensing authority

I53 No further action (Not established) = unable to establish facts such as being unable to identify the specific vehicle involved

I54 Accepted Complaint – Other = bespoke resolutions such as operator finding a resolution with complainant

I61 Referred to other department or agency = response by driver's own licensing authority e.g. Leeds, Bradford, Wolverhampton council or another agency such as the police. We do not have details of the action they have taken on record.