



Taxi Licensing Newsletter

From 1 April 2023 Allerdale, Carlisle, Copeland and approximately half of Cumbria County Council will form a new unitary authority. This will be called Cumberland Council and will be your new taxi and private hire licensing authority.

More information on Local Government Reorganisation and the new authority is available at:
www.cumberland.gov.uk

What will stay the same?

No one building will act as a headquarters for the new Cumberland Council, and your main contact will be with the licensing team who have issued your existing licence (contact details overleaf).

Your existing licence, plates and door signs (where applicable) will continue to be valid, and you must continue to display these as required by your issuing Council.

Your licence will continue to only cover the geographical area for which it was issued for Hackney Carriage and your existing table of fares will continue to apply.

What will change?

From 1st April 2023 we will operate three separate zones:

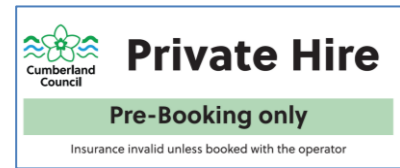
- Zone AL will have the same geographical boundary as Allerdale District Council
- Zone CA will have the same geographical boundary as Carlisle City Council
- Zone CO will have the same geographical boundary as Copeland Borough Council

Taxi will include a prefix to identify the zone the vehicle can operate in.

Hackney Carriage driver licences will also carry a zone designation showing which zone the driver can operate in.

New plates, door signs and internal stickers with the new authority logo will be issued as vehicle licences come up for renewal or new licences are granted (see examples overleaf).

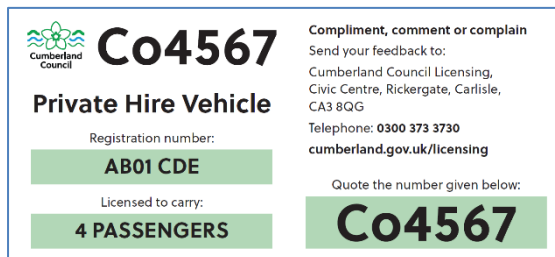




*Artwork will be provided for Private Hire Operators who wish to include their details on the door sign in order to arrange printing themselves.



The cost of the plate, door signs and internal stickers is currently included in the licence fee.



Customer Compliment, Complaint or Comment signs are being rolled out across all zones and will need to be displayed on the inside of both Hackney Carriage and Private Hire vehicle car windows.

You will be provided with specific instructions on how your plate and door signs must be displayed when you are issued with them.

Development of a Cumberland Council Taxi Policy

Many of you have already enquired about future changes to taxi policy as we move forward as one Council.

It is our intention to develop a single taxi policy over the next twelve month period which will combine the existing policies of Allerdale, Carlisle and Copeland. This will align vehicle, driver, and operating standards across the new district of Cumberland Council.

Work is already underway to develop the new policy and we will keep you updated as this progresses. Once a draft policy has been produced, you will be consulted on any proposed changes.

How to contact us

The way in which you currently contact us will not change. The contact details for each area are as follows

Allerdale:

- email us at taxis@allerdale.gov.uk or call 0303 123 1702
- Allerdale House will continue to be open where you can leave documentation at reception or via the letterbox. Opening times : 9am to 5pm (Monday to Thursday) & 9pm to 4:30pm (Friday)

Carlisle:

- email us at licensing@carlisle.gov.uk or call 01228 817523
- Carlisle Civic Centre will continue to be open where you can leave documentation at reception and make payments
- Appointments will continue to be made with licence holders and new applicants where necessary.

Copeland:

- Email us at licensing@copeland.gov.uk or call 01946 598519
- Copeland offices will continue to be open where you can leave documentation at reception and make payments
- Appointments will continue to be made with licence holders and new applicants where necessary.