

Report issues within the trade

If you see anything you think may be wrong within the taxi licensing trade, please feel safe to report these incidents through to the licensing department.

Any information you report to us will be treated confidentially, taken seriously, and appropriately investigated.

Such reports may be considered as “whistleblowing” and there exists legislation to protect such individuals in certain circumstances.

You will be considered a whistle-blower if you’re a worker and you report certain types of wrongdoing, as a licenced driver this will usually be something you’ve seen at work.

The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.

Private Hire and Hackney Carriage Drivers or others in the taxi trade can raise any concerns with South Ribble Borough Council directly by emailing licensing@southribble.gov.uk or by calling 01772 625625. Or by using the councils

We would encourage any person aware of wrong doings in the taxi trade occurring in South Ribble to report the matter to South Ribble Licensing with their full details to enable officers to ask for further information and attain the best evidence possible.

Reporters will not have a say in how the concern is dealt with but can be kept updated as far as confidentiality rules allow.

In all cases if a crime is being or has been committed, drivers and others should report this to the Police either by calling 999/101 or making a report after the event to Lancashire Police

Where employees of South Ribble Borough Council have any concerns about the legal and correct application of legislation or policy in respect of regulating the taxi trade or generally about the licensing function South Ribble Borough Council has an internal confidential reporting policy available to enable confidential reporting, investigation and response.