



# Service charter and vision

for licensees and applicants

Helping you, helping you work



# Service charter and vision

## Why we are here

The Public Carriage Office (PCO) is here to help you provide a legal, safe, accessible and cost effective service to the public, and to listen to and address your problems and views.

## As part of Transport for London...

### We:

- License taxis and taxi drivers
- License private hire vehicles, drivers and operators
- Regulate taxi fares
- Appoint taxi ranks
- Improve travel information
- Make services safer and more accessible
- Help the Mayor of London integrate public transport in the Capital

# vision and purpose

## Our vision and purpose

Taxis and private hire services play a vital part in helping people travel across the Capital, providing a unique door-to-door service. They provide links with World City functions and other public transport, operate at times and places when other services are not available, and provide crucial services for passengers with disabilities.



Taxis and private hire services will provide the best possible service.

They will have an excellent reputation, be focused on the needs of Londoners and visitors, and help to fulfil the Mayor's Transport Strategy objectives.

Londoners and visitors will have a high awareness of, and confidence in, their services.

### London has

- 21,000 licensed taxis
- 25,000 licensed taxi drivers

### Safe and available

Services should be safe, identifiable and readily available across London, 24 hours a day, 7 days a week. Taxis and private hire services should be easy to book and taxis easy to hail.

Information should be clear, simple, accessible, and available when and where customers need it.

### Inclusive and accessible

Services should be accessible to everyone. All taxis are wheelchair accessible, and wheelchair accessible private hire vehicles should be available when needed.

Work opportunities must be open to everyone, with the Public Carriage Office and taxi and private hire trades working together to promote equality and inclusion.

### Deserving of confidence

Drivers and operators should be professional, honest and provide good value services.

Taxi and private hire drivers should drive safely, be polite and helpful, and be appropriately knowledgeable about travel in London.

Vehicles should be safe, clean and comfortable, and harmful exhaust emissions should be kept to a minimum.



### London has

- Over 36,000 licensed private hire vehicles
- 35,000 PCO registered or licensed private hire drivers

## Integrated

Services will be integrated into the wider transport network, with good, well-signed facilities, including taxi ranks, at major transport interchanges and other useful locations.

Information will be integrated into wider transport information systems.

There should be highway priority where appropriate.

## Cost-effective

Fares should be predictable, simple to understand and good value.

## Licensed and regulated

Licensing and regulation are fundamental to achieving this vision. Whenever possible, they should be carried out by consent and through consultation.

Enforcement activities will ensure effective compliance and tackle unlicensed taxi and private hire activity.



Licensed London  
Private Hire Driver



**987651**

**Kobi  
SAMPLE**

**Expiry Date: 15/09/2006**

## Our service standards

### What you can expect from us

- **You can expect** our staff to know their job, to be honest, polite, helpful and professional. They will treat everybody fairly and make every reasonable effort to address your problems. If they can't, they will explain what happens next
- **You can expect** your licence or other documents to be issued promptly, with the correct details
- **You can expect** our staff to know their job, to be honest, polite, helpful and professional. They will treat everybody fairly and make every reasonable effort to address your problems. If they can't, they will explain what happens next
- **You can expect** the information we hold on you to be accurate and treated in the strictest confidence, in accordance with data protection laws
- **You can expect** that any decisions to grant, refuse, suspend or revoke a licence are soundly based and made in good faith
- **You can expect** us to tell you how to appeal against any decision made
- **You can expect** us to deal with complaints about our licensees from members of the public fairly, objectively and in accordance with a well-defined procedure that everyone understands
- **You can expect** us to consult with recognised trade representatives on policy issues and proposed changes to legislation and regulations
- **You can expect** us to learn and change as a result of constructive feedback and comment

- You can expect us to make every effort to make sure that our licence fees and other charges represent value for money. We'll make comparisons with other licensing authorities, and make sure fees received for one licensing activity are not used to pay for another licensing activity

- You can expect our building to be accessible, clean and safe, providing you with a convenient place to wait and with access to toilet facilities and drinking water
- You can expect us to carry out regular satisfaction surveys covering our licensing activities and customers. We'll tell you the results and what we're doing to improve our services



## What we expect from you

We expect you to be committed to the service vision and charter, improving and providing high quality services for London. We expect you to respect our staff and our role in the industry and ask for your cooperation at all times, especially showing patience at busy times.

- You can expect us to communicate effectively with you, doing our best to make sure that:
  - Our writing is plain and understandable
  - Licensing standards are simply and clearly expressed
  - Application forms are clear and well laid out
  - You are informed of issues and changes to the licensing system, and what is happening within the regulatory framework
  - You have quick and convenient ways of making enquiries, getting answers and carrying out business with us
  - Your contact with us meets high quality service standards



## What to do when things go wrong

We aim to provide you with an honest, safe, convenient, courteous and high quality service.

We welcome constructive comments because they help us to improve our services.

Occasionally things do go wrong. You may be unhappy with the way you have been dealt with by a member of our staff. You may be unhappy with the methods used to deal with your application or licence, or you may have a complaint about a policy matter.

## London has

- 2,300 licensed private hire operators
- 161 million taxi and private hire trips every year

## If you are not satisfied with the outcome of your complaint

If we do not resolve your complaint to your satisfaction you may ask The Commission for Local Administration in England (the Local Government Ombudsman) to investigate your complaint.

Details can be found at [www.lgo.org.uk](http://www.lgo.org.uk)



# complaints procedure

## Complaints procedure

- You can make a complaint by telephone, letter, email, fax (24 hours a day) or in person. You will find our contact details on the back of this publication
- We will acknowledge and investigate your complaint, and let you know what went wrong and what we're doing to put things right
- We will write to you within two weeks, either with a full answer or to let you know where we are with our enquiries
- We will let you know the process and procedures we are following to deal with your complaint
- Similarly, complaints from our staff will also follow a complaints procedure

## Local Government Ombudsman

Alternatively you can contact the Local Government Ombudsman at:

Tony Redmond  
 Local Government Ombudsman  
 10th Floor, Millbank Tower  
 Millbank  
 London SW1P 4QP

Tel: 020 7217 4620

Fax: 020 7217 4621



**Transport for London is committed to making sure that everyone who lives in, works in or visits London has a fair and equal chance to access our transport network.**

If you require this document in an alternative format please contact us on the details below.

## Contact us

**Address:** The Public Carriage Office  
15 Penton Street  
London  
N1 9PU

**Telephone:** 0845 602 7000

**Fax:** 020 7126 1897

**Email:** [enquiries@pco.org.uk](mailto:enquiries@pco.org.uk)

**Website:** [tfl.gov.uk/pco](http://tfl.gov.uk/pco)