Glasgow City Council

Licensing and Regulatory Committee

Report by Director of Legal and Administration

Contact: G McNaught Ext: 74546

Item 4

11th November 2026

CIVIC GOVERNMENT (SCOTLAND) ACT 1982
BOOKING OFFICE CONDITIONS

Purpose of Report:

To advise Members of the outcome of the Booking Office Conditions Working Group.

Recommendations:

Members are asked to:-

(1) Note the terms of the report;
(2) Consider approving the revised Booking Office conditions as detailed in Appendix 2; and
(3) If the revised conditions in relation to (2) above are approved, to consider the period of implementation for the conditions to come into effect.

Ward No(s): Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1 Background

1.1 The Licensing Authority regulates the licensing of Booking Offices under the Civic Government (Scotland) Act 1982 (Licensing of Booking Offices) Order 2009. There are mandatory conditions under the legislation however the Licensing Authority can impose additional conditions on Booking Office licences.

1.2 In terms of the current additional conditions attached to a Booking Office licence, these have not been fully reviewed by the Licensing Authority for many years.

1.3 Members will be aware that while there is no statutory requirement to review the additional conditions attached to a Booking Office licence, it is good practice to do so to ensure these remain appropriate.

2 Current Position

2.1 In light of the Booking Office conditions not been reviewed for many years, the Licensing Section at a meeting of the Taxi and Private Hire Car Trade Group, held on 18 June 2026 asked for representatives to join a Working Group to review Booking Office licence conditions. Members of the Taxi and Private Hire Car Trade Group are representatives from the following organisations: Glasgow City Council Taxi and Private Hire Enforcement and Inspection Section, City Cars, North Radio Cars, App Drivers and Couriers Union, Pacific Cars, Thornliebank Cars, Uber, Bolt, Unite the Union, Raz Private Hire, GMB Union, GlasGo, Glasgow Taxis, Scottish Ethnic Private Hire Welfare Association (SEPHWA) Scotland, United Private Hire Drivers (UPHD), Glasgow Taxis, Glasgow Taxi Owners Federation, and Scottish Private Hire Association (SPHA).

2.2 Of the above organisations, the Licensing Section received volunteers for the Booking Office Working Group from the following organisations: Glasgow Taxis, Uber, Glasgo, City Cars, Raz Private Hire and Glasgow City Council's Taxi and Private Hire Enforcement and Inspection Section. Police Scotland were also invited to the meeting but were unable to attend.

2.3 There was one meeting of the Working Group. This meeting was chaired by the Licensing Legal Manager on 7 August 2026 at the City Chambers.

2.4 Representatives of the Working Group were subsequently emailed from the Licensing Section on 14 September 2026 with a copy of a tracked changes document which showed the current Booking Office conditions together with the proposed revisals, on the same document, and separately a "clean" document which provided the Working Group representatives with the proposed revised conditions which would be put before this Committee for consideration. The representatives were given until 29 September 2026, by the Licensing Section, to provide any further comments on the proposed revised conditions. No comments were received from the Working Group representatives seeking any further amendments to the proposed revised conditions for a Booking Office licence.

2.5 The current conditions for a Booking Office licence can be viewed at Appendix 1 to this report. The proposed revised conditions, as drafted by the Booking Office

Working Group, can be viewed at Appendix 2. Members will see from Appendix 2 that the main changes relate to:

- the process by which a licence holder is to notify the Licensing Authority of criminal convictions and separately a change of contact details;
- age of licence holder; and
- clarification around “records.”

2.6 If Members were to approve the revised conditions, Members should consider whether there should be an implementation period for introducing the conditions for Booking Office grant and renewal applications.

3 Policy and Resource Implications

Resource Implications:

Financial:	None
Legal:	The Licensing Authority is able review and amend conditions under the licensing legislation.
Personnel:	None
Procurement:	None
Council Strategic Plan:	Not Applicable
Equality and Socio-Economic Impacts:	
Does the proposal support the Council’s Equality Outcomes 2025-29? Please specify.	Not Applicable
What are the potential equality impacts as a result of this report?	
Please highlight if the policy/proposal will help address socio-economic disadvantage.	

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:	Not Applicable
What are the potential climate impacts as a result of this proposal?	
Will the proposal contribute to Glasgow's net zero carbon target?	
Privacy and Data Protection Impacts	
Are there any potential data protection impacts as a result of this report?	No
If yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out.	Not applicable

4 Recommendations

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