



E-scooters

Taxi Compliance Officer Information Sheet 15

Although not a “taxi” issue, the use of electric scooters does cause drivers a number of issues, so this Information Sheet gives some advice about what to do when things go wrong.

Are e-scooters legal ?

According to English law, e-scooters are motor vehicles and many of the same requirements for driving your taxi apply to them. To ride an e-scooter on a road you need a driving licence, and to ride them anywhere in a public place they need to be insured. At this time, it is not possible to insure privately owned e-scooters and therefore to use them ANYWHERE in public means they are driven without insurance and the driver can be prosecuted for the offence and the e-scooter seized and destroyed.

- Section 143 Road Traffic Act 1988 – 6 DVLA points and £300 fine.
- Section 165A Road Traffic Act 1988

What about the VOI e-scooters ?

To ride an e-scooter provided by VOI (or other companies in different areas of the country) you need to have a driving licence. VOI provide insurance cover for the driver, and the scheme is part of a government backed trial of e-scooters.

Where can VOI e-scooters be used ?

Roads and cycle paths and many public spaces. They should not be used on pavements. Be aware that some “shared use” paths in Bristol aren’t very well marked so it’s not always obvious if the footpath is a cycle path too.

What can I do if I see an e-scooter being used illegally ?

If you see an e-scooter with two or more persons on it, going through a red light, driven on a pedestrian footpath, the wrong way on a road or clearly by a child you can report it.

All VOI e-scooters have a 4 character registration number on the stem, side of footplate and rear. You could contact VOI with the details by email to support@voi.com

If it’s a privately owned e-scooter, you can report it online to the police at avonandsomerset.police.uk/vehicles-and-roads/accidents. We also have a facility to upload dashcam footage too.

If you suspect the rider is drunk, they are on a motorway or other circumstances that are an immediate serious public safety risk please call 999.

What do I do if there is an accident with one ?

Your actions at the scene are the same as if the accident involved another car. You should exchange details, you can take photos or video, and call the police on 999 if the road is blocked, someone is hurt or you suspect criminal offences have been committed.

If it's a VOI e-scooter please try and obtain the registration number. If you can't, then VOI will likely be able to identify the vehicle from their tracking data if you are able to give an exact time and location it happened (perhaps using a What 3 Words address). You can contact them at support@voi.com to deal with a claim. Remember to tell your insurance company.

If it's a privately owned e-scooter then it is uninsured and you would deal with it in exactly the same way as if you were hit by a car that wasn't insured. Speak to your insurers and they can advise further.

Don't forget to tell the police about any "fail to stop" accidents within 24 hours (where the other party drives off without giving you their details) by visiting a police station or reporting online at avonandsomerset.police.uk/vehicles-and-roads/accidents. If there is an injury or you suspect offences have been committed, call 999 from the scene.

If there is damage to your vehicle, remember to inform your Council. Ideally, send a photo of the damage to :

taxis@southglos.gov.uk

licensing@bristol.gov.uk

The VOI e-scooters are part of a government backed trial scheme. You can comment on the scheme and e-scooters in general by sending an email to escootertrial@westofengland-ca.gov.uk

Do I have to carry an e-scooter in my taxi ?

No, it's your choice whether to take one or not. Many organisations such as Transport for London do not allow them on their public transport. This does not apply to wheelchairs/medical use scooters where there is an obligation to take them.

If you are tempted to use an uninsured e-scooter in public, remember that you can be prosecuted and the vehicle seized and sent for disposal. You would have to tell your Council about the conviction, or any ticket you pay and they will find out about any DVLA points you get from using one which could affect your taxi licence.

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This is one of a series of information sheets produced for the benefit of Driver, Vehicle and Operator licence holders by Police Constable 4645 Patrick QUINTON, Taxi Compliance Officer, The Bridewell Police Station, Bristol, BS1 2AA

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To join the "Taxi Cop" WhatsApp group, and get information about PC Quinton's work, news updates and licensing/law updates, send a message to 07469 400832. Your details will not be visible to any other members of the group and your privacy is protected.

This service is supported and funded by :



Note : In this document, "taxi" means both Hackney Carriages and Private Hire Vehicles.

Disclaimer : This is general guidance on the law which may change. This is not legal advice, and you should seek professional legal advice about your individual case or matter.