



Cambridge City Council  
**General Purposes and Licensing Committee**

**Date:** Monday, 7 September 2026

**Time:** 10.30 am

**Venue:** Council Chamber, The Guildhall, Market Square, Cambridge, CB2 3QJ [access the building via Peashill entrance]

**Contact:** [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk), tel:01223 457000

**Member's Briefing**

There will be a Member's Briefing at 9am in Szeged Room before the public committee starts 10:30am in the Council Chamber.

**Agenda**

- |   |                                                |                   |
|---|------------------------------------------------|-------------------|
| 1 | Apologies                                      |                   |
| 2 | Declarations of Interest                       |                   |
| 3 | Minutes                                        | (Pages 5 - 10)    |
| 4 | Public Questions                               |                   |
| 5 | Amendments to the Taxi and Private Hire Policy | (Pages 11 - 114)  |
| 6 | Convictions Policy and EMS Revision            | (Pages 115 - 164) |

**General Purposes and Licensing Committee Members:** McPherson (Chair), Blackburn-Horgan (Vice-Chair), Bennett, Bird, Clough, Grimwood, Hauk, Moore, Sage and Wade

**Alternates:** Davison, Fisher, Illingworth, Swift and Taylor

## **Emergency Evacuation Procedure**

In the event of the fire alarm sounding all persons should vacate the building by way of the nearest escape route and proceed directly to the assembly point in front St Mary's Church. The duty Officer will assume overall control during any evacuation, however in the unlikely event the duty Officer is unavailable, this responsibility will be assumed by the Committee Chair.

## **Information for the public**

The public may record (e.g. film, audio, tweet, blog) meetings which are open to the public.

For full information about committee meetings, committee reports, councillors and the democratic process:

- Website: <http://democracy.cambridge.gov.uk>
- Email: [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk)
- Phone: 01223 457000

This Meeting will be live streamed to the Council's YouTube page. You can watch proceedings on the livestream or attend the meeting in person.

On some occasions livestreaming may not be possible. Whilst this is frustrating it is important to note that there is no legal requirement to record or livestream meetings. The meeting may proceed in person only should there be an ICT failure on the day.

Those wishing to address the meeting will be able to do so virtually via Microsoft Teams, or by attending to speak in person. You must contact Democratic Services [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk) by 12 noon two working days before the meeting.

**The full text of any public question must be submitted in writing by noon two working days before the date of the meeting or it will not be accepted. All questions submitted by the deadline will be published on the meeting webpage before the meeting is held.**

Further information on public speaking will be supplied once registration and the written question / statement has been received.

### GENERAL PURPOSES AND LICENSING COMMITTEE

26 January 2026  
10.00 am - 12.15 pm

**Present:** Councillors McPherson (Chair), Bick, Blackburn-Horgan, Clough, Divkovic, Lokhmotova, Moore, Swift and Wade

#### Officers

Strategic Environmental Health and Public Safety Lead: Yvonne O'Donnell

Env Health & Licensing Support Team Leader: Wangari Njiiri

Legal Advisor: Ian Hawkings

Committee Manager: James Goddard

Meeting Producer: Sarah Michael

#### Other Persons Present

Taxi Demand Survey Consultant: Ian Millership

### FOR THE INFORMATION OF THE COUNCIL

#### 26/1/GPLC Apologies

Apologies were received from Councillor Smith.

#### 26/2/GPLC Declarations of Interest

| Name              | Item      | Interest                                                                    |
|-------------------|-----------|-----------------------------------------------------------------------------|
| Councillor Clough | 26/4/GPLC | Personal: Sat on the committee of the Newnham Croft Social and Sports Club. |

#### 26/3/GPLC Public Questions

There were no public questions.

#### 26/4/GPLC Limiting Hackney Carriage Licences Report

The Committee received a report from the Strategic Environmental Health and Public Safety Lead.

The purpose of the Officer's report was to present the findings of the Demand Survey and to ask the Committee to decide whether they are satisfied that there is no significant demand for the services of Hackney Carriage Vehicles (HCV) within Cambridge which is unmet, and if so, whether to retain a limit on the number of HCV licences that the Council issues. If members decide to retain a limit, they must then decide what that limit would be.

In response to Members' questions the Strategic Environmental Health and Public Safety Lead // Environmental Health and Licensing Business Support Team Leader said the following:

- i. Had looked at the age of vehicles (and any associated risks) licensed by other local authorities. Older vehicles were considered safe to use.
- ii. Officers tried to balance environmental and accessibility considerations. Drivers were choosing to move away from accessible vehicles when selecting new cars. Increasing the age range from 11 to 12 years was a short term mitigation measure to keep a certain level of accessible vehicles available. The Council could consider giving an incentive for drivers to keep accessible vehicles but the market was more interested in electric vehicles.
- iii. When the demand survey was undertaken, 270 plates were working. If someone gave up their plate, it would have to be replaced with a like-for-like vehicle by the new owner. For example, if a driver with an accessible car gave up a plate, the new owner would have to use an accessible car.
- iv. There are no negative impacts from reducing 360 plates to 270, this would give 12 spare plates for Officers to allocate.

In response to Members' questions the Taxi Demand Survey Consultant said the following:

- i. The number of wheelchair accessible hackney carriages serving city ranks varied.
  - a. Cambridge City Station rank was on private land, drivers needed a permit to service this rank, so fewer wheelchair accessible hackney carriages went there. More saloon cars went to the station. This was not a problem. Taxi drivers offered excellent customer service and wheelchair accessible hackney carriages could be booked if required, generally customers were happy with saloon cars.

- b. The rail company were hard to persuade to increase the number of taxi permits. They did not see any customers having problems so were unlikely to increase the number of permits.
- c. The Market Square rank was less used by customers so taxis did not use it as much as other ranks.

In response to Members' questions the Strategic Environmental Health and Public Safety Lead // Taxi Demand Survey Consultant said the following:

- i. Disability training for taxi drivers was agreed by Licensing Committee in 2025. Since Veezu took over Panther Taxis, they were less keen to work with Officers to get driver training.
- ii. The law stated drivers could only charge a fee from when a journey started to its end. Loading and unloading were not included. People who had additional needs may take more time to load themselves and their accruelements, so some taxi drivers may be less willing to take them in favour of able bodied people with less luggage who could be collected faster ie taxi drivers could get through more able bodied customers than disabled ones in the same amount of time and so earn more. Nationally it was difficult to prebook wheelchair accessible vehicles.

The Cabinet Member for Climate Action and Environment said people may perceive a wheelchair accessible vehicle was an economic disadvantage. However more people could fit in a wheelchair accessible hackney carriage, they were good to use for groups of people, so were a multi-use vehicle.

- iii. Hackney carriage and private hire drivers appreciated a limit on the number of vehicles/plates; they thought this gave market stability so people were willing to invest in plates and vehicles. Removing the limit may lead to fewer hackney carriages and private hire vehicles.
- iv. If the City Council limit on taxis/plates was removed, all vehicles would have to be wheelchair accessible as per 1999 Licensing Policy. The limit included a variation to allow a certain number of plates to be allocated to electric saloon vehicles.
- v. The demand survey was undertaken at random. It sampled people from across the city and visitors from around the country. The sample did not include international travellers.
- vi. 'Grandfather rights' lasted forever.

- vii. The market for large electric vehicles was limited and decreasing. Manufacturers provided few. The market for second hand electric vehicles was limited. Few vehicles made it to the second hand market when sold by owners.
- viii. Officers undertook some undercover work to see if drivers would take assistance dogs and they did. This showed some drivers needed some general disability training.
- ix. Most City Council taxi ranks were accessible, where they were not, it was due to lack of drop kerbs which was a County Council responsibility. The station taxi rank was the responsibility of the land owner.
- x. Officers checked every 6 months that CCTV was working in taxis, and took enforcement action if it was not.

The Committee:

The Chair decided to split the vote at the request of Members.

**Resolved (by 8 votes to 0 with 1 abstention) to:**

- i. Confirm Members were satisfied there was no significant unmet demand for hackney carriages in Cambridge which was unmet.

**Resolved (by 4 votes to 3 with 2 abstentions) to:**

- ii. Set a limit of 270 licenced plates, as this was the number of licenced plates issued at the time of the demand survey in July 2025.

**Resolved (unanimously) to:**

- iii. Agree the licence age of Wheelchair Accessible Vehicles (WAV) should be increased from 11 years to 12 years.
- iv. A vehicle licence would not be renewed unless the vehicle is less than 12 years old.

**26/5/GPLC Annual Review of Fees and Charges Report**

The Committee received a report from the Strategic Environmental Health and Public Safety Lead.

The report advised Cambridge City Council (as the Licensing Authority) was responsible for processing and issuing licences for a wide range of activities.

The Council needed to demonstrate the fees it charged for such licences have been set in accordance with the law and best practice, to recover its allowable costs in administering the various licensing regimes for which it is responsible.

The Officer's report sets out the revised fees and charges for licences and associated items, which it is proposed should be made with effect from 1st April 2026. The approved charges will be submitted to Full Council to note on 26th February 2026.

In response to the report the Committee made the following comments

- i. Fees seemed reasonable.
- ii. Referred to paragraph 5.5: The policy could not be amended until 2027.
- iii. In order to reduce fees cost savings would have to be found elsewhere through efficiency savings such as the online portal reduced officer time resource requirements. Some fees were subsidised through a budget bid to the City Council Annual Budget. Any further subsidies would require another budget bid.

The Committee:

**Resolved (unanimously):**

- i. To approve the level of the fees and charges with effect from 1st April 2026, as set out in Appendix D of the Officer's report.
- ii. Requested Officers to communicate changes with members of the public, businesses and taxi trade.

The meeting ended at 12.15 pm

**CHAIR**

This page is intentionally left blank

## Changes to the Hackney Carriage and Private Hire Licensing Policy

**To:**

General Purposes and Licensing Committee 7<sup>th</sup> September 2026

**Report by:**

Yvonne O'Donnell, Strategic Environmental Health and Public Safety Lead  
Tel: 01223 - 457951 Email: yvonne.odonnell@cambridge.gov.uk

**Wards affected:**

All

Director Approval: Director Sam Scharf confirms that the report author has sought the advice of all appropriate colleagues and given due regard to that advice; that the equalities impacts and other implications of the recommended decisions have been assessed and accurately presented in the report; and that they are content for the report to be put to the Executive Councillor for decision.

| 1.  | Recommendations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1 | <p>It is recommended that the Committee approve the following:</p> <ol style="list-style-type: none"> <li>1. Policy changes: <ol style="list-style-type: none"> <li>1.1. Increasing the maximum duration of newly granted driver licence from 12 months to 36 months.</li> <li>1.2. Requiring drivers to complete safeguarding training as part of each licence renewal application.</li> <li>1.3. Requiring safeguarding training certificates to be dated within three months of application for new driver applications and within three months of licence start date for renewals.</li> <li>1.4. Requiring non-driver vehicle proprietors and operators to complete safeguarding training every three years as part of their non-driver proprietor registration.</li> </ol> </li> </ol> |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p>1.5. Retaining the existing exemption for Hackney Carriage licence plates 1 to 121 and allowing those plates to be assigned to non-wheelchair accessible vehicles, including where a plate has been surrendered or revoked. (these vehicles will be required to meet the councils current zero and ultra-low emissions requirements)</p> <p>1.6. Requiring proprietors seeking to licence an imported ULEV to provide official evidence of the vehicle's CO<sub>2</sub> emissions.</p> <p>1.7. Refusing to licence an imported ULEV where the Council cannot verify its CO<sub>2</sub> emissions or where satisfactory evidence demonstrating emissions of 75g/km CO<sub>2</sub> or below has not been provided.</p> <p>1.8. Requiring applicants and licence holders who have lived or resided outside the UK for three months or more within the five years preceding an application or renewal to provide an appropriate certificate of good conduct.</p> <p>1.9. Accepting alternative evidence where an applicant or licence holder is unable to obtain a certificate of good conduct, subject to satisfactory evidence that reasonable attempts have been made to obtain the certificate.</p> <p>Changes are highlighted within policy as per tracked changes in Appendix A.</p> <p>2. Implementation date for changes:</p> <p>2.1. With immediate effect.</p> <p>3. Non- substantive amendments to policy.</p> <p>3.1 Delegated authority for officers to make minor, non-substance amendments to policy, where required to maintain the accuracy and clarity of the document. This is general housekeeping changes such as corrections/updates to legislation, terminology, formatting and administrative details.</p> |
| <b>2.</b> | <b>Purpose and reason for the report</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2.1       | Cambridge City Council, as a Licensing Authority is responsible for the licensing of Hackney Carriage and Private Hire drivers, vehicles and operators within its licensing area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.2       | The Council reviews its licensing policies to ensure that they remain proportionate, effective and appropriate to current operational requirements.                                                                                                                                                                                                                                                                           |
| 2.3       | Any proposed changes to the Hackney Carriage and Private Hire Licensing Policy may have an impact on both the licensed trade and members of the public. A consultation must therefore be completed before any proposed changes, which would have an impact on the trade or members of the public, are made and the outcome reported to Members for consideration and approval before the proposed policy changes are adopted. |
| <b>3.</b> | <b>Alternative options considered</b>                                                                                                                                                                                                                                                                                                                                                                                         |
| 3.1       | Consultations have been carried out on the potential changes, and the results have been analysed and options proposed have been considered before making the recommendations in this report.                                                                                                                                                                                                                                  |
| <b>4.</b> | <b>Background and key issues</b>                                                                                                                                                                                                                                                                                                                                                                                              |
| 4.1       | The Council's Hackney Carriage and Private Hire Licensing Policy is subject to ongoing review to ensure it remains up to date, effective and aligned with current legislation, statutory guidance and best practice.                                                                                                                                                                                                          |
| 4.2       | During the administration and determination of licensing applications, officers may identify areas where the policy would benefit from clarification, amendment or further development.                                                                                                                                                                                                                                       |
| 4.3       | This can arise because of changes in statutory guidance, emerging issues within the licensed trade, operational experience, or circumstances that are not currently addressed within the policy.                                                                                                                                                                                                                              |
| 4.4       | The proposed amendments set out in this report seek to ensure the policy remains fit for purpose, supports public safety, and provides greater clarity and transparency for licence                                                                                                                                                                                                                                           |

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | holders, applicants, officers and members of the public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4.5   | The proposals have also been considered against the principle of proportionality. The DfT Best Practice Guidance recognises that licensing authorities should avoid unnecessary regulatory burdens and should consider whether the same safety and public-interest outcomes can be achieved through less burdensome means.                                                                                                                                                                                                                     |
| 4.6   | A public consultation was undertaken, and results are attached to report as Appendix B.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4.7   | <b>Extension of newly granted driver licences to 36 months.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4.7.1 | The current policy (Section 33.1) limits newly granted driver licences to a maximum period of 12 months.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4.7.2 | It is proposed that the maximum duration of a newly granted driver licence be increased from 12 to 36 months.                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4.7.3 | The change would align the maximum duration of a first licence with the maximum duration already available for subsequent driver licences under the Council's current policy.                                                                                                                                                                                                                                                                                                                                                                  |
| 4.7.4 | The Statutory taxi and private hire vehicles standards (2022), statutory guidance details, The Local Government (Miscellaneous Provisions) Act 1976 (as amended) sets a standard length at 3 years for taxi and private hire vehicle drivers. Any shorter duration licence should only be issued when the licensing authority thinks it is appropriate in the specific circumstances of the case. The Guidance also states that concerns regarding suitability during a longer licence period can be mitigated through regular interim checks. |
| 4.7.5 | The proposed change is therefore consistent with Guidance and would bring the initial licence period into line with the maximum period already available to established drivers.                                                                                                                                                                                                                                                                                                                                                               |

|            |                                                                                                                                                                                                                                                                                                           |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.7.7      | The change would also reduce the administrative burden for both licensed drivers and the Council, while retaining the Council's ability to take appropriate licensing action where circumstances arise that affect a driver's suitability or right to hold a licence.                                     |
| 4.7.8      | The proposal does not remove the requirement for drivers to continue to comply with the Council's licensing requirements throughout the period of their licence.                                                                                                                                          |
| 4.7.9      | Relevant checks required as part of holding a licence will continue to be conducted. These include DBS checks every six months and DVLA checks, together with the driver's existing obligations to notify the Council of relevant changes in circumstances.                                               |
| 4.7.1<br>0 | Of the nine consultation responses received, five did not support the proposal, two supported it and two respondents were unsure.                                                                                                                                                                         |
| 4.7.1<br>1 | One respondent proposed that newly licensed drivers should remain subject to a longer probationary period with annual licence renewals before becoming eligible for a longer licence duration, stating the council could monitor compliance during this time.                                             |
| 4.7.1<br>2 | Officers have considered these comments. In increasing the maximum length to 36 months, the council will perform the same interim checks already established for 36-month licences currently in place. If concerns arise these will be dealt with in line with council policy and enforcement procedures. |
| 4.7.1<br>3 | The DfT Statutory Guidance specifically recognises that the risk of an offence being committed and not notified can arise during a shorter licence period as well as a longer one and identifies regular interim checks as a means of mitigating that risk.                                               |
| 4.7.1<br>4 | Officers therefore consider that extending the maximum duration of newly granted driver licences is proportionate because it reduces unnecessary administrative renewal activity without removing the Council's ability to monitor compliance and suitability throughout the licence period               |
| 4.8        | <b>Safeguarding training</b>                                                                                                                                                                                                                                                                              |
| 4.8.1      | <b>Drivers</b>                                                                                                                                                                                                                                                                                            |
| 4.8.1.     | It is proposed that drivers be required to complete safeguarding training as part of every                                                                                                                                                                                                                |

|             |                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1           | licence renewal application.                                                                                                                                                                                                                                                                                                                                                    |
| 4.8.1.<br>2 | The current policy (Section 24.3) already requires safeguarding awareness and training. New applicants must undertake safeguarding training as part of the application process.                                                                                                                                                                                                 |
| 4.8.1.<br>3 | Following the initial safeguarding training, drivers are required to complete a safeguarding refresher every three years. However, as the initial licence is currently for a 12 month period it has come that if a driver then renews his licence, and choses a 3 year licence, the refresher is then required mid licence.                                                     |
| 4.8.1.<br>4 | As a result, by waiting for the next renewal to complete their safeguarding training, the 3 year refresher training cycle is not being maintained. One option previously explored was contacting licence holders at safeguarding expiry mid licence, however the practicality of this would be challenging.                                                                     |
| 4.8.1.<br>5 | The proposed approach is intended to ensure that safeguarding knowledge remains current and continues to form part of the driver's ongoing licensing obligations. Aligning the safeguarding training requirement with the licence application and renewal process will ensure that drivers are able to demonstrate up-to-date safeguarding knowledge at each application stage. |
| 4.8.1.<br>6 | The Council's consultation asked whether drivers should complete safeguarding training as part of every licence renewal application.                                                                                                                                                                                                                                            |
| 4.8.1.<br>7 | Of the nine consultation responses received, five did not support the proposal, three supported it and one respondent was unsure.                                                                                                                                                                                                                                               |
| 4.8.1.<br>8 | The responses opposing the proposal included concerns that repeat training could become a routine or administrative exercise, that existing three-year refresher training was sufficient, and that additional training could create an unnecessary cost for drivers.                                                                                                            |
| 4.8.1.<br>9 | Responses supporting the proposal emphasised the safeguarding responsibilities of drivers and the fact that drivers regularly transport vulnerable members of the public. One response also raised concerns regarding drivers refusing to carry wheelchair users and the importance of ensuring that drivers understand their responsibilities towards passengers.              |

|              |                                                                                                                                                                                                                                                                                                                                          |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                                                                                                                                                                                                                                                                                                                                          |
| 4.8.1.<br>10 | Officers have considered these differing views. The proposal does not introduce safeguarding training as a new requirement for existing drivers; rather, it changes the point at which the existing three year refresher requirement is completed so that it is aligned with the licence renewal process.                                |
| 4.8.1.<br>11 | Officers recognise the concern that safeguarding training should remain meaningful and should not become a purely administrative exercise. Training content should therefore remain relevant and focused on the practical safeguarding responsibilities of licensed drivers.                                                             |
| 4.8.1.<br>12 | The proposal also provides a clearer and more consistent administrative process by linking the safeguarding requirement to the licence renewal process rather than requiring separate contact with drivers during the licence period.                                                                                                    |
| 4.8.1.<br>13 | At present, the Council licenses 499 hackney carriage and private hire drivers. Of these, 436 hold a three-year driver licence, 28 hold a one-year licence, six hold licences of less than one year in duration (typically issued to align with right to work requirements), and 29 are new drivers holding an initial one-year licence. |
| 4.8.1.<br>14 | <p>The current driver licence fee structure is as follows:</p> <ul style="list-style-type: none"> <li>• New driver licence (1 year): £300</li> <li>• Driver licence renewal (1 year): £225</li> <li>• Driver licence renewal (3 years): £270</li> </ul>                                                                                  |
| 4.8.1.<br>15 | Drivers are currently required to complete the Taxi Safeguarding and Disability Awareness Course, which is delivered by an external provider at a cost of £45 per delegate.                                                                                                                                                              |
| 4.8.1.<br>16 | The proposed change will primarily affect drivers who elect to hold a one-year driver licence, as they will be required to complete safeguarding training at each licence renewal.                                                                                                                                                       |
| 4.8.2        | <b>Validity of safeguarding certificates</b>                                                                                                                                                                                                                                                                                             |

|              |                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.8.2.<br>1  | It is proposed that safeguarding certificates submitted in support of a new application or renewal must be dated within three months of the relevant application or licence start date, as applicable.                                                                                                                                                                                                      |
| 4.8.2.<br>2  | This is intended to ensure that the safeguarding training relied upon for licensing purposes is recent and provides a consistent approach to the timing of safeguarding training.                                                                                                                                                                                                                           |
| 4.8.2.<br>3  | For new driver applications, the safeguarding certificate must be dated within three months of the application date. For renewal applications, the safeguarding certificate must be dated within three months of the licence start date.                                                                                                                                                                    |
| 4.8.2.<br>4  | The current process accepts safeguarding training certificates that are up to 12 months old. If this approach were to continue, a driver could rely on a safeguarding certificate obtained up to 12 months before their initial application and would not be required to undertake further training until their next renewal, resulting in a gap of up to four years between safeguarding training courses. |
| 4.8.2.<br>5  | Consultation asked if safeguarding certificates must be dated within 3 months of the application or renewal.                                                                                                                                                                                                                                                                                                |
| 4.8.2.<br>6  | Of the nine consultation responses received, five supported the proposal, two did not support it and two respondents were unsure.                                                                                                                                                                                                                                                                           |
| 4.8.2.<br>7  | Those supporting the proposal considered that recent safeguarding training should be in place before a licence is renewed and that three months provides enough time.                                                                                                                                                                                                                                       |
| 4.8.2.<br>8  | The concerns raised included whether safeguarding guidance changes frequently enough to justify the requirement and whether the existing system was sufficient.                                                                                                                                                                                                                                             |
| 4.8.2.<br>9  | Officers consider that the proposal is proportionate because it does not require training to be undertaken every three months. Rather, it establishes a three-month period within which the required training certificate must have been issued before the relevant application or licence start date.                                                                                                      |
| 4.8.2.<br>10 | Due to the differences between the new driver and renewal process, officers propose that safeguarding certificates should be dated within three months of the application date for                                                                                                                                                                                                                          |

|         |                                                                                                                                                                                                                                                                                                                            |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | new driver applications and within three months of the licence start date for renewal applications.                                                                                                                                                                                                                        |
| 4.8.3   | <b>Non-driver proprietors and operators</b>                                                                                                                                                                                                                                                                                |
| 4.8.3.1 | It is proposed that vehicle proprietors and operators who are not drivers complete safeguarding training every three years as part of their non-driver proprietor registration.                                                                                                                                            |
| 4.8.3.2 | The current policy (section 24 and 45) already requires proprietors and operators who are not licensed drivers to undertake a Basic Disclosure on application and annually thereafter. In addition to safeguarding training at initial application.                                                                        |
| 4.8.3.3 | While such individuals do not undertake driving duties, they may have responsibilities within the licensed taxi and private hire environment, including the management and oversight of drivers and licensed vehicles.                                                                                                     |
| 4.8.3.4 | A three-year safeguarding training cycle is considered proportionate and provides a consistent period for maintaining safeguarding awareness.                                                                                                                                                                              |
| 4.8.3.5 | Of the ten consultation responses received for this question, 6 did not support the proposal and four supported it.                                                                                                                                                                                                        |
| 4.8.3.6 | Those opposing the proposal primarily considered that non-driver proprietors and operators do not have direct contact with passengers and therefore do not require regular safeguarding training. One respondent requested an alternative approach suggesting aligning safeguarding training with 5 year operator renewals |
| 4.8.3.7 | Those supporting the proposal considered that proprietors and operators are involved in the operation of the licensed trade and should understand safeguarding to oversee their fleets and improving working culture.                                                                                                      |
| 4.8.3.8 | Officers recognise that non-driver proprietors and operators do not undertake the same role as licensed drivers. However, their responsibilities may include the recruitment, management and oversight of drivers and the operation of licensed vehicles.                                                                  |
| 4.8.3.9 | Officers therefore consider that a three-year safeguarding training requirement is proportionate to the role of non-driver proprietors and operators. The requirement is not                                                                                                                                               |

|              |                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | intended to suggest that such individuals have the same passenger facing responsibilities as drivers, but to ensure that all those within the licensing trade have an appropriate understanding of safeguarding.                                                                                                                                                                            |
| 4.8.3.<br>10 | Officers consider that maintaining regular safeguarding training for those involved in the taxi and private hire licensing trade is an important component in supporting the trades wider safeguarding responsibilities.                                                                                                                                                                    |
| 4.9          | <b>Hackney Carriage plates 1–121 – existing exemption</b>                                                                                                                                                                                                                                                                                                                                   |
| 4.9.1        | Hackney Carriage licence plates 1–121 currently benefit from an exemption which permits the licensing of vehicles that are non - wheelchair accessible. Section 15.6 of the policy.                                                                                                                                                                                                         |
| 4.9.2        | The proposed policy is to retain this existing arrangement.                                                                                                                                                                                                                                                                                                                                 |
| 4.9.3        | It is further proposed that, where one of these licences is surrendered or revoked, the plate may continue to be assigned for use with a non-wheelchair accessible vehicle. (These vehicles will be required to adhere to the council’s current vehicle standards policy for non-wheelchair accessible vehicle type vehicles being zero or ultra-low emissions).                            |
| 4.9.4        | The purpose of retaining the arrangement is to preserve the existing position for the affected licence plates rather than creating a requirement for those plates to transition to wheelchair accessible vehicles, because of surrender or revocation.                                                                                                                                      |
| 4.9.5        | The DfT Best Practice Guidance recognises the importance of an accessible fleet but also states that licensing authorities should understand the demand for mixed fleets in their area and ensure that they have the right mix of vehicles. The Guidance specifically recognises that some wheelchair accessible vehicle designs may not be suitable for some ambulant disabled passengers. |
| 4.9.6        | The consultation specifically sought views on whether the exemption should continue and whether a surrendered or revoked plate should continue to be capable of assignment to a non-wheelchair accessible vehicle.                                                                                                                                                                          |
| 4.9.7        | Of the nine responses received, five supported the proposal, three opposed it and one respondent was unsure.                                                                                                                                                                                                                                                                                |
| 4.9.8        | Those opposing the proposal raised concerns about the availability of wheelchair                                                                                                                                                                                                                                                                                                            |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | accessible vehicles and the impact that maintaining non-wheelchair accessible vehicles may have on disabled passengers. One respondent referred to the Council's January 2026 survey and expressed concern about a shortage of accessible vehicles in the city.                                                                                                                                                                                                                                                                                                                                                                  |
| 4.9.9      | Those supporting the proposal referred to the historic status of plates 1–121 and the need to maintain a mixed fleet. Responses also highlighted that not all passengers who have mobility difficulties are wheelchair users and that some elderly or frail passengers may find wheelchair accessible vehicles more difficult to access.                                                                                                                                                                                                                                                                                         |
| 4.9.1<br>0 | Officers have considered these differing views and recognise that the availability of wheelchair accessible vehicles is an important consideration in determining the appropriate composition of the Hackney Carriage fleet.                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4.9.1<br>1 | The proposal does not extend the exemption to additional licence plates and does not remove any existing wheelchair accessible vehicles from the fleet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4.9.1<br>2 | <p>Based on the current licensed Hackney Carriage fleet of 270 vehicles, the proposed arrangement would result in:</p> <ul style="list-style-type: none"> <li>• 109 Hackney Carriage plates allocated to non-wheelchair accessible vehicles (40.4% of HCV fleet);</li> <li>• 111 Hackney Carriage plates allocated to wheelchair accessible vehicles (41.1% of HCV fleet); and</li> <li>• 50 Hackney Carriage plates allocated to zero-emission saloon vehicles (18.5% of HCV fleet).</li> </ul> <p>Please note: there are currently 9 vacant WAV plates available to be licenced (these are included in the figures above).</p> |
| 4.9.1<br>3 | The Council's current policy recognises both accessibility and the importance of providing a sufficient number of vehicles available to the public. The DfT Best Practice Guidance similarly recommends that authorities assess the demand for wheelchair accessible vehicles and consider the wider mix of vehicle types available.                                                                                                                                                                                                                                                                                             |
| 4.9.1<br>4 | Officers therefore consider that the retention of the existing exemption should be considered as part of the wider fleet composition rather than in isolation from the number                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | of wheelchair accessible vehicles already licensed.                                                                                                                                                                                                                                                                                                                                                                                   |
| 4.9.1<br>5 | Officers consider that maintaining a mixed vehicle fleet provides choice for passengers with differing needs, including passengers who require wheelchair accessible vehicles and passengers who may have mobility difficulties but are not wheelchair users.                                                                                                                                                                         |
| 4.9.1<br>6 | Officers acknowledge the concerns raised regarding wheelchair accessibility and recommend that these concerns continue to inform the Council's wider consideration of accessibility and the availability of wheelchair accessible vehicles within both the Hackney Carriage and Private Hire sectors.                                                                                                                                 |
| 4.10       | <b>Imported Ultra-Low Emission Vehicles</b>                                                                                                                                                                                                                                                                                                                                                                                           |
| 4.10.<br>1 | <p>The Council's vehicle licensing policy (Section 29) requires all newly licensed saloon vehicles to be ultra-low emission or zero-emission vehicles.</p> <ul style="list-style-type: none"> <li>- Ultra-low emission vehicles (ULEVs) are plug-in hybrid or extended-range electric vehicles with CO<sub>2</sub> emissions of 75g/km or less.</li> <li>- Zero-emission vehicles are electric-only or fuel-cell vehicles.</li> </ul> |
| 4.10.<br>2 | The current policy recognises that low-emission vehicles can have a positive environmental impact and that the Council's licensing regime should support improvements in air quality.                                                                                                                                                                                                                                                 |
| 4.10.<br>3 | A specific issue has been identified in relation to imported ULEVs. In some cases, imported plug-in hybrid vehicles are recorded on GOV.UK vehicle records as having CO <sub>2</sub> emissions of 0g/km.                                                                                                                                                                                                                              |
| 4.10.<br>4 | Whilst this information appears to indicate compliance with the Council's policy requirements, officers have identified that, where emissions data has not been collected or transferred during the import process, a value of 0g/km may be recorded by default and may not accurately reflect the vehicle's actual emissions.                                                                                                        |
| 4.10.<br>5 | To address this issue, it is proposed that proprietors seeking to licence an imported ULEV be required to provide official evidence confirming the vehicle's CO <sub>2</sub> emissions.                                                                                                                                                                                                                                               |
| 4.10.<br>6 | Of the nine consultation responses received, five did not support the proposal and four supported it.                                                                                                                                                                                                                                                                                                                                 |

|             |                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.10.<br>7  | Those opposing the proposal generally considered that the relevant emissions information was already available through vehicle registration documents, MOT records or GOV.UK vehicle information services. Some respondents considered that the additional requirement would create an unnecessary burden for proprietors.                                                                               |
| 4.10.<br>8  | Those supporting the proposal considered that a consistent approach should be applied and that requiring evidence would prevent potential loopholes in the Council's emissions requirements.                                                                                                                                                                                                             |
| 4.10.<br>9  | Officers acknowledge that emissions information may be available through GOV.UK records and vehicle documentation. However, the issue identified by officers is that, in some cases involving imported vehicles, the information recorded on those systems may not accurately reflect the vehicle's actual emissions where the relevant data was not collected or transferred during the import process. |
| 4.10.<br>10 | The proposal is therefore not intended to duplicate reliable information unnecessarily. It is intended to address circumstances where the information available to the Council cannot reliably demonstrate compliance with the Council's existing emissions requirement.                                                                                                                                 |
| 4.10.<br>11 | Officers consider that it is reasonable and proportionate to require the proprietor to provide reliable evidence where the Council cannot otherwise verify compliance. The requirement is limited to imported ULEVs where the available information does not reliably establish the vehicle's emissions.                                                                                                 |
| 4.10.<br>12 | A further consultation question asked whether imported ULEVs should not be licensed where the Council cannot verify the vehicle's CO <sub>2</sub> emissions, or where satisfactory evidence is not provided to demonstrate emissions of 75g/km CO <sub>2</sub> or below.                                                                                                                                 |
| 4.10.<br>13 | Of the nine consultation responses received, six did not support the proposal, two supported it and one respondent was unsure.                                                                                                                                                                                                                                                                           |
| 4.10.<br>14 | The principal concern raised was that proprietors may be unable to provide evidence where the Council itself cannot verify the emissions, with one respondents suggesting                                                                                                                                                                                                                                |

|         |                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | that vehicle manufacturers GOV.UK records should be sufficient. One respondent suggested that an emissions test could be used.                                                                                                                                                                                                                                                                            |
| 4.10.15 | Officers consider that the Council must be satisfied that a vehicle meets its licensing requirements before granting a licence. The Council should not rely on a recorded emissions figure where officers have identified that the figure may not accurately represent the vehicle's actual emissions.                                                                                                    |
| 4.10.16 | The proposal does not introduce a new emissions threshold; it applies the Council's existing requirement that newly licensed ULEVs must meet the Council's defined emissions standard.                                                                                                                                                                                                                    |
| 4.10.17 | Officers therefore consider that refusing to licence an imported ULEV where compliance cannot be reliably demonstrated is a proportionate and necessary approach to ensure consistent application of the Council's existing vehicle licensing standards.                                                                                                                                                  |
| 4.11    | <b>Applicants and licence holders who have lived outside the UK</b>                                                                                                                                                                                                                                                                                                                                       |
| 4.11.1  | It is proposed that an applicant or licence holder who has lived or resided outside the United Kingdom for three months or more during the five years preceding an application or renewal should provide a certificate of good conduct from the relevant embassy or consulate covering the relevant period.                                                                                               |
| 4.11.2  | The current policy states:<br>Section 36<br><i>"Applicants who have lived out of the UK for any period of time within the five years prior to their application or renewal must obtain a certificate of good conduct from the relevant embassy or consulate covering that period. The certificate of good conduct must be authenticated, translated and sealed by the relevant embassy or consulate."</i> |
| 4.11.3  | Section 4.10 of the Statutory Taxi and Private Hire Vehicle Standards guidance advises licensing authorities to <i>"seek or require applicants to provide where possible criminal records information or a certificate of good character from overseas"</i> where an applicant has spent an extended period living abroad, which the guidance describes as a period of three months or more.              |
| 4.11.4  | Officers therefore propose amending the current policy so that a certificate of good conduct is only required where an applicant has lived or resided outside the UK for three                                                                                                                                                                                                                            |

|             |                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | months or more within the five years preceding an application or renewal.                                                                                                                                                                                                                                                                                                |
| 4.11.<br>5  | <p>Consultation asked if respondents agreed with this proposal.</p> <p>Of the nine consultation responses received, four supported the proposed requirement, four opposed it and one respondent was unsure.</p>                                                                                                                                                          |
| 4.11.<br>6  | Those supporting the proposal considered that an individual may have committed an offence while living abroad and that the Council should obtain appropriate information to protect the public.                                                                                                                                                                          |
| 4.11.<br>7  | Those opposing the proposal raised concerns about the relevance of overseas matters, noted that DBS checks are already completed and suggesting this proposal should only apply to new applications.                                                                                                                                                                     |
| 4.11.<br>8  | Officers recognise these concerns. However, an enhanced DBS check does not necessarily provide information about an individual's conduct while resident outside the UK. The proposed requirement is intended to address this potential gap.                                                                                                                              |
| 4.11.<br>9  | <p>Officers also propose that; where a certificate of good conduct cannot genuinely be obtained, the applicant or licence holder should provide:</p> <ul style="list-style-type: none"> <li>- a sworn declaration;</li> <li>- a character reference; and</li> <li>- evidence demonstrating that reasonable attempts have been made to obtain the certificate.</li> </ul> |
| 4.11.<br>10 | The consultation proposed the above alternative evidence requirements where a certificate of good conduct cannot be obtained.                                                                                                                                                                                                                                            |
| 4.11.<br>11 | Of the nine responses received, five opposed the proposal, two supported it and two respondents were unsure.                                                                                                                                                                                                                                                             |

|             |                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.11.12     | Respondents raised concerns about the evidential value of the alternative documents, whether a licence should be granted without the required certificate, and whether the requirement should apply to existing licence holders. Supporters considered the approach reasonable given that some jurisdictions may not issue certificates.                                                         |
| 4.11.13     | Officers acknowledge that alternative evidence may not provide the same assurance as an official certificate. However, refusing an application solely because a particular jurisdiction cannot or will not issue a certificate could create an absolute barrier to licensing specific people.                                                                                                    |
| 4.11.14     | Alternative evidence would therefore not automatically satisfy the Council's requirements. Officers would assess its reliability, relevance and authenticity and determine whether sufficient information is available to assess the individual's suitability to hold a licence. The applicant would first need to demonstrate that reasonable attempts had been made to obtain the certificate. |
| 4.11.15     | Officers consider that this approach is consistent with the Council's existing fit and proper person assessment, which allows relevant information to be considered on its merits.                                                                                                                                                                                                               |
| 4.11.16     | Officers recommend the proposed three-month threshold and the alternative evidence provisions where a certificate of good conduct genuinely cannot be obtained. This provides a proportionate balance between safeguarding and fairness, while recognising the practical differences between overseas countries and jurisdictions.                                                               |
| <b>4.12</b> | <b>Minor policy amendments</b>                                                                                                                                                                                                                                                                                                                                                                   |
| 4.12.1      | Officers propose a minor change to section 7.2 of the policy.                                                                                                                                                                                                                                                                                                                                    |
| 4.12.2      | At present any changes to the policy must be agreed by Committee members. Officers propose delegated authority to officers to make minor, non-substantive amendments to the policy, where required to maintain accuracy and clarity of document. These changes are standard housekeeping changes such as corrections/updates to legislation, terminology, formatting and administrative details. |
| 4.12.       | Any amendments made under this delegated authority should not alter the policy intent,                                                                                                                                                                                                                                                                                                           |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3         | objectives or requirements.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>5.</b> | <b>Corporate plan</b>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5.1       | <p>The proposed amendments support the Council's Corporate Plan by contributing to a safe, sustainable and inclusive city.</p> <p>The proposals support public safety through safeguarding and fit and proper person requirements, support environmental objectives through the application of existing ULEV requirements, and support accessibility through consideration of the appropriate balance and composition of the Hackney Carriage fleet.</p> |
| <b>6.</b> | <b>Consultation, engagement and communication</b>                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.1       | <p>A public consultation took place from Monday 6 July 2026 to Sunday 2 August 2026.</p> <p>A total of nine responses were received.</p>                                                                                                                                                                                                                                                                                                                 |
| <b>7.</b> | <b>Anticipated outcomes, benefits or impact</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7.1       | The proposed changes will ensure the Council's Hackney Carriage and Private Hire Licensing policy remains in line with issued guidance and is appropriate and suitable to the current environment maintaining interests of public safety.                                                                                                                                                                                                                |
| <b>8.</b> | <b>Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8.1       | <b>Relevant risks</b>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|           | <p>Public safety and safeguarding</p> <p>Extending the duration of a newly granted driver licence could create a perception that the Council has reduced oversight of new drivers. This risk is mitigated by continuing</p>                                                                                                                                                                                                                              |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | <p>DBS Update Service checks, DVLA checks, notification requirements and the Council's existing enforcement powers throughout the licence period.</p> <p>Accessibility</p> <p>Maintaining the exemption for plates 1–121 could be perceived as reducing the availability of wheelchair accessible vehicles. This risk is addressed by considering the proposal alongside the existing composition of the fleet, the number of wheelchair accessible vehicles currently licensed and the Council's wider equality and accessibility duties.</p> <p>Environmental</p> <p>Permitting an imported ULEV to be licensed where its emissions cannot reliably be established could undermine the Council's existing emissions policy. The proposed evidence requirement is intended to mitigate this risk.</p> <p>Equality</p> <p>The Certificate of Good Conduct requirements could disadvantage applicants from jurisdictions/countries where certificates of good conduct are difficult or impossible to obtain. The proposed alternative evidence provisions are intended to mitigate this risk while retaining appropriate safeguarding controls.</p> |
|     | <p><b>Financial Implications</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8.2 | <p>Increasing the maximum duration of newly granted driver licences from 12 months to 36 months may reduce the frequency of renewal applications and associated administrative processing for both drivers and officers.</p> <p>In addition, the current fee charged for new one year licences, will be charged for new three year licences. The new fee will be calculated and consulted on later in 2026, as part of the Taxi and Private hire licensing fees consultation. The new fee will be introduced on 1<sup>st</sup> April 2027. As taxi licensing is self-funding any surplus or deficit will be</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | <p>balanced in future years.</p> <p>The financial impact is expected to be limited. Any reduction in licensing fee income associated with fewer renewal applications would correspond with reduction in administrative processing requirements.</p> <p>The proposed safeguarding, Certificate of Good Conduct documentation and imported ULEV requirements may result in some additional administrative activity. Officers consider that these costs can be managed within existing resources.</p>                                                                                                                                                                                                |
|     | <b>Legal Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8.3 | <p>The guidance issued is not legally binding, the guidance is primarily intended to assist licensing authorities, but it is only guidance and does not intend to give a definitive statement of law; any decisions made by an authority remain a matter for that authority.</p>                                                                                                                                                                                                                                                                                                                                                                                                                  |
|     | <b>Equalities and socio-economic Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8.4 | <p>An Equality Impact Assessment has been undertaken and is included at Appendix C.</p> <p>The accessibility implications of retaining the exemption for plates 1–121 have been specifically considered. The DfT Best Practice Guidance states that licensing authorities should understand demand for accessible services and ensure that the appropriate mix of vehicles is available.</p> <p>The council will therefore continue to monitor demand.</p> <p>The overseas Certificate of Good Conduct will be applied having regard to individual circumstances, particularly where certificates or evidence is difficult or impossible to obtain from a particular country or jurisdiction.</p> |
|     | <b>Net Zero Carbon, Climate Change and Environmental implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8.5 | Ensuring that imported ULEVs meet the Council's existing emissions requirements supports the Council's environmental objectives and helps ensure that vehicles licensed under the policy meet the intended emissions standards.                                                                                                                                                                                                                    |
|     | <b>Procurement Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8.6 | None                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|     | <b>Community Safety Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8.7 | The proposed changes are intended to enhance public safety. Officers acknowledge that alternative evidence may present a risk of misuse; however, such evidence will only be accepted where satisfactory proof has been provided that a certificate of good conduct cannot be obtained. Officers will assess the authenticity and reliability of all supporting documentation before determining whether the licensing requirements have been met. |
|     | <b>Other Relevant Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8.8 | No other significant implications have been identified.                                                                                                                                                                                                                                                                                                                                                                                            |
| 9.  | <b>Background documents</b><br>Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985                                                                                                                                                                                                                                                                                                               |
| 9.1 | <ol style="list-style-type: none"> <li>1. <a href="#">Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy</a></li> <li>2. <a href="#">Statutory taxi and private hire vehicle standards - GOV.UK</a></li> <li>3. <a href="#">Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK</a></li> </ol>                                                                   |
| 10. | <b>Appendices</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|      |                                                                                                                                                                                                                                                                 |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.1 | <p>Appendix A – Tracked changes to policy</p> <p>Appendix B – Consultation responses</p> <p>Appendix C – EqiA</p>                                                                                                                                               |
|      | <p>To inspect the background papers or if you have a query on the report please contact Wangari Njiiri, Environmental Health and Licensing Support Team Leader,</p> <p><a href="mailto:wangari.njiiri@cambridge.gov.uk">wangari.njiiri@cambridge.gov.uk</a></p> |

This page is intentionally left blank



Cambridge City Council

# Hackney Carriage and Private Hire Licensing Policy

~~26th January 2026~~[September 2026](#)

Version: 2~~1~~<sup>10</sup>

Date Last Updated: ~~September 26<sup>th</sup>~~ January 2026

By: Wangari Njiiri

# HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY

## Table of Contents

| Section       | Description                                                   |
|---------------|---------------------------------------------------------------|
| <b>Part 1</b> | <b>INTRODUCTION</b>                                           |
| 1             | <a href="#">Summary</a>                                       |
| 2             | <a href="#">Aims and Objectives</a>                           |
| 3             | <a href="#">Powers and Duties</a>                             |
| 4             | <a href="#">Best Practice Guidance</a>                        |
| 5             | <a href="#">Status</a>                                        |
| 6             | <a href="#">The Licensing Regime</a>                          |
| 7             | <a href="#">Implementation</a>                                |
| 8             | <a href="#">Principles, Process, Delegation and Decisions</a> |
| 9             | <a href="#">Fees</a>                                          |
| 10            | <a href="#">Licensing Profile</a>                             |
| <b>PART 2</b> | <b>VEHICLES</b>                                               |
| 11            | <a href="#">Limitation of Vehicle Numbers</a>                 |
| 12            | <a href="#">Definitions, Specifications and Conditions</a>    |
| 13            | <a href="#">Fares</a>                                         |
| 14            | <a href="#">Meters</a>                                        |
| 15            | <a href="#">Accessibility and Equality</a>                    |
| 16            | <a href="#">Vehicle Testing</a>                               |
| 17            | <a href="#">Vehicle Inspections</a>                           |
| 18            | <a href="#">Signage, Livery and Advertising</a>               |
| 19            | <a href="#">Exemptions</a>                                    |
| 20            | <a href="#">Stretched Limousines and Prestige Vehicles</a>    |
| 21            | <a href="#">Contract Vehicles</a>                             |
| 22            | <a href="#">Wedding Vehicles</a>                              |
| 23            | <a href="#">Funeral Vehicles</a>                              |
| 24            | <a href="#">Safeguarding</a>                                  |
| 25            | <a href="#">Driver Safety</a>                                 |
| 26            | <a href="#">Hackney Carriage Stands</a>                       |
| 27            | <a href="#">Vehicle Application Procedures</a>                |
| 28            | <a href="#">Grant of Vehicle Licences</a>                     |
| 29            | <a href="#">Environmental Considerations</a>                  |
| 30            | <a href="#">Smoking</a>                                       |
| <b>PART 3</b> | <b>DRIVERS</b>                                                |
| 31            | <a href="#">General</a>                                       |
| 32            | <a href="#">Fit and Proper</a>                                |
| 33            | <a href="#">Driver Licences</a>                               |
| 34            | <a href="#">Eligibility to Live and Work in the UK</a>        |
| 35            | <a href="#">Disclosure and Barring Service (DBS)</a>          |
| 36            | <a href="#">Certificates of Good Conduct</a>                  |
| 37            | <a href="#">Driving Licence Records</a>                       |
| 38            | <a href="#">Medical Examination</a>                           |
| 39            | <a href="#">Knowledge</a>                                     |
| 40            | <a href="#">Driving Proficiency</a>                           |

| Section       | Description                                                         |
|---------------|---------------------------------------------------------------------|
| 41            | <a href="#">Driver Application Procedures</a>                       |
| 42            | <a href="#">Conditions of Driver Licences</a>                       |
| 43            | <a href="#">Code of Good Conduct</a>                                |
| 44            | <a href="#">Change of Circumstances</a>                             |
| <b>PART 4</b> | <b><a href="#">OPERATORS</a></b>                                    |
| 45            | <a href="#">Private Hire Operators Requirements and Obligations</a> |
| 46            | <a href="#">Insurance</a>                                           |
| 47            | <a href="#">Private Hire Operator Licence Duration</a>              |
| 48            | <a href="#">Record Keeping</a>                                      |
| 49            | <a href="#">Address from which an Operator may Operate</a>          |
| 50            | <a href="#">Sub-Contracting</a>                                     |
| 51            | <a href="#">Cross Border Hiring</a>                                 |
| <b>PART 5</b> | <b><a href="#">ENFORCEMENT</a></b>                                  |
| 52            | <a href="#">Enforcement</a>                                         |
| 53            | <a href="#">Compliance</a>                                          |
| 54            | <a href="#">Range of Powers</a>                                     |
| 55            | <a href="#">Complaints, Compliments and Comments</a>                |
| 56            | <a href="#">Warnings</a>                                            |
| 57            | <a href="#">Prosecution</a>                                         |
| 58            | <a href="#">Suspension of a Licence</a>                             |
| 59            | <a href="#">Refusal to Grant</a>                                    |
| 60            | <a href="#">Revocation of a Licence</a>                             |
| 61            | <a href="#">Refusal to Renew</a>                                    |
| 62            | <a href="#">Rights of Appeal</a>                                    |
| 63            | <a href="#">Information and Data sharing</a>                        |

## **PART 1**

### **INTRODUCTION**

## **1.0 SUMMARY**

- 1.1 This document sets out Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy on the licensing of Hackney Carriage and Private Hire Drivers and Vehicles together with all Private Hire Operators. This document also sets out the legislative framework administered by the Licensing Authority in respect of such licences, however this Policy is not a comprehensive statement of the law.
- 1.2 This Hackney Carriage and Private Hire Vehicle Licensing Policy must reflect the clear vision of the Council to lead a united city, 'One Cambridge – Fair For All', in which economic dynamism and prosperity are combined with social justice and equality. It is a vision that the Council will share and develop, working with its citizens and partner organisations.
- 1.3 Hackney Carriage and Private Hire Vehicles play a vital and integral part in an integrated public transport system and the importance of a thriving hackney carriage and private hire trade to the growth and prosperity of Cambridge's local economy is recognized; however, the safety and welfare of the public is the over-riding principle that will be considered when matters are dealt with under the Policy.
- 1.4 This Hackney Carriage and Private Hire Licensing policy is intended to put the Council's licensing requirements into context for all parties in a clear and transparent manner.

## **2.0 AIMS AND OBJECTIVES**

- 2.1 In setting out this policy, the Licensing Authority seeks to carry out its licensing functions with a view to promoting the following objectives:
- i) The safety and protection of the public;
  - ii) Vehicle safety, comfort and access;
  - iii) The prevention of crime and disorder;
  - iv) The promotion of environmental sustainability
  - v) Protection of children and adults at risk from harm
- 2.2 The aim of the Policy is primarily to protect the public as well as to ensure that the public have reasonable access to services. The Licensing Authority shall seek to

use its licensing powers to ensure that licensed vehicles in the district are safe, comfortable, properly insured and available where and when required.

- 2.3 As a guide, in the promotion of the above objectives, the Licensing Authority will consider the following matters:

Safety and protection of the public:

- Consideration of history of convictions and cautions
- Driver conduct and performance
- Knowledge of Cambridge City
- Health and fitness to fulfil the role of a licensed driver
- Vehicle specifications

Vehicle safety, comfort and access:

- Standards of vehicle comfort and appearance
- Location and use of ranks
- Accessibility of facilities
- Number of vehicles available
- Livery

The prevention of crime and disorder:

- Commitment to work with the Police and other relevant agencies
- Planned and unplanned enforcement program to ensure compliance
- Operating rules, conditions, byelaws and fit and proper processes
- Support with local businesses for the dispersal of customers from licensed premises

The promotion of environmental sustainability:

- To encourage the uptake of zero and ultra-low emission vehicles
- To only permit licenses for vehicles that comply with the particular age requirements set out in this policy
- To work with stakeholders and the trade to support the Air Quality Action Plan

The protection of children and adults at risk from harm:

- Safeguarding requirements as set down in this policy
- Co -operation with other agencies to protect children and adults at risk
- Training to cover awareness of Safeguarding
- A robust reporting mechanism for Safeguarding issues
- Determination of fit and proper persons

2.4 The Policy recognises that the licensing function is only one means of securing the delivery of the above objectives. The Licensing Authority will therefore continue to work in partnership with the trade, its neighbouring authorities, the Police, other enforcement agencies, local businesses and local people towards the promotion of the licensing objectives.

2.5 Each application or enforcement measure shall be considered on its own merits, using the policy as a main guideline. Where, and if, it is necessary for the Licensing Authority to depart substantially from its policy, clear and compelling reasons shall be given for doing so.

2.6 This Policy refers to guidance that is available to applicants, drivers and operators to assist them with processes. This guidance is known as the Hackney Carriage and Private Hire Licensing Handbook.

### **3.0 POWERS AND DUTIES**

3.1 This statement of licensing policy has been produced pursuant to the powers conferred by the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976, (as amended) which place duties on the Council to carry out its licensing function.

3.2 This document sets out the policy that the Licensing Authority will apply when making decisions about new applications and licences currently in force.

3.3 In undertaking its licensing function, the Licensing Authority will also have regard to other relevant legislation including:

- ii) Transport Act 1985 and other associated Road Traffic Acts

- iii) Road Vehicles (Constructions and Use) Regulations 1986.
- iv) Crime and Disorder Act 1998
- v) Environmental Protection Act 1990
- vi) Equality Act 2010
- vii) Health Act 2006 and Smoke-free Regulations 2006/7
- viii) Legislative and Regulatory Reform Act 2006
- ix) Road Safety Act 2006
- x) Human Rights Act 1998

## **4.0 BEST PRACTICE GUIDANCE**

- 4.1 The Department for Transport (DfT) has national responsibility for hackney carriage and private hire legislation in England and Wales. In formulating this policy, advice contained in the “Taxi and Private Hire Vehicle Licensing: Best Practice Guidance for licensing authorities in England (November 2023)” has been taken into account in order to develop this policy.

There is recognition within the Guidance that licensing requirements which are unduly stringent and demonstrate a too restrictive approach may be detrimental to the public interest and could have adverse safety implications.

- 4.2 Local circumstances and requirements have been taken into account in this policy and the DfT itself recognizes that individual Councils are *“still responsible for deciding their own policies and making decisions on individual licensing matters applying the relevant law and any other relevant considerations”*.

## **5.0 STATUS**

- 5.1 In exercising its discretion in carrying out its regulatory functions, the Authority shall have regard to this policy document and the objectives set out above.
- 5.2 Notwithstanding the existence of this policy, each application or enforcement measure shall be considered on its own merits. Where it is necessary for the Authority to depart substantially from its policy, clear and compelling reasons shall be given for doing so.

- 5.3 Nothing in this policy will prevent an applicant or licence holder from requesting that the Licensing Authority considers the individual merits of their case and give reasonable consideration to departing from its policy. Such request may be made to, or before, the Licensing Sub-Committee or Council Officers as deemed appropriate in the circumstances of the case.
- 5.4 This policy will provide the Licensing Authority and Council Officers who are required to administer the licensing function with appropriate guidelines within which to act.
- 5.5 Where applications do not meet the requirements of the policy the Strategic Environmental Health and Public Safety Lead has the delegated authority to refuse to grant a licence, refuse to renew a licence or to revoke or suspend an existing licence.
- 5.6 The policy shall be kept under review and revised as appropriate and, in any event, not less than five years from the date of its last adoption.
- 5.7 The policy does not override the legal requirements embodied in any legislation in force at the time of adoption or as may be enacted after the adoption of this policy.

## **6.0 THE LICENSING REGIME**

- 6.1 Some activities are considered to be of such risk to the safety of members of the public that the law requires an approval to be in place, in the form of a licence, to regulate that activity. This is the case with the Hackney Carriage and Private Hire trade who make themselves available for hire to transport members of the public to their chosen destination in return for reward.
- 6.2 The legislation creates three types of licence:
- i) Vehicles (Hackney Carriage & Private Hire)
  - ii) Drivers (Hackney Carriage, Private Hire & Dual Licences)
  - iii) Operators (Private Hire only)
- 6.3 A journey not carried out in accordance with the correct licences is not only illegal; it is likely to invalidate the insurance held by the driver, vehicle proprietor and operator and could have serious consequences should an accident occur.

## 7.0 IMPLEMENTATION

- 7.1 This policy shall take effect from ~~26 January 2026~~ 7 September 2026 and will override and supersede all existing Council policy and guidance in relation to Hackney Carriage and Private Hire Licensing. The Authority expects all licence holders to comply with its terms immediately, but it is acknowledged that certain provisions may place financial obligations on existing licence holders and accordingly the Authority is prepared to permit a transitional period, during which time necessary changes must be made.
- 7.2 The policy will remain effective for a maximum period of 5 years but the Authority will keep the policy under review and will consult where appropriate on proposed revisions, to reflect changes in case law and legislation. The Licensing Committee may make any amendments to the policy. Officers are authorised to make minor, non-substantive amendments to this policy, for housekeeping purposes, including correcting errors, updating terminology, legislation, administrative or formatting changes. Such amendments must not alter policies' intent or requirements.
- 7.3 References are made in this policy to the "Hackney Carriage & Private Hire Handbook". This is an operational guide that outlines the processes associated with the administration and enforcement of the Licences and is subject to amendment by the Strategic Environmental Health and Public Safety Lead.

## 8.0 PRINCIPLES, PROCESS, DELEGATION AND DECISIONS

- 8.1 The Licensing Authority aims to provide a clear, consistent and responsive service to prospective and current licence holders, members of the public and other stakeholders, including the provision of advice and guidance. The Licensing Authority will be mindful of the needs of the applicant and licence holder but this will be balanced against the over-riding duty that the Licensing Authority has to protect the safety and welfare of the public.
- 8.2 The Council has delegated its Licensing function to the Council's General Purposes and Licensing Committee and further delegated authority to the Licensing Sub-

Committee and to Officers of the Council who will determine applications and licensing decisions in accordance with this Policy. Whilst officers and the relevant committees/ panel will, in the majority of cases, follow the Policy, there may be specific circumstances that require a departure from the Policy. In such circumstances, the reasons for departing from the Policy will be made clear.

- 8.3 The Licensing Sub-Committee is made up of a selection of Members from the Licensing Committee. Three Members will sit on hearings to deal with new applications, renewals and reviews of licences that are referred directly by officers. On occasions when three members are not available, hearings can be heard with two members sitting. Members, when determining applications for a licence, renewals or reviews of a licence, will have regard to Hackney Carriage and Private Hire legislation, this Policy and any other relevant legislation, legal case law and other relevant Council policies.
- 8.4 The Licensing Authority has the power to refuse to grant or renew licences and also to suspend or revoke existing licences in accordance with relevant legislative provisions. Any decision by the licensing authority to refuse to grant or revoke a licence to an individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS).
- 8.5 Any decision to refuse to grant, refuse to renew or suspend an application or any decision relating to this Policy will be determined by Officers through the scheme of delegation. The applicant will have a right of appeal to the Magistrates Court.
- 8.6 Some decisions regarding breaches of the Enforcement Management System will be determined by the Licensing Sub-Committee having regard to Hackney Carriage and Private Hire legislation, this Policy and any other relevant legislation, legal case law and other relevant Council policies. The right of appeal will be to the Magistrate Court.
- 8.7 In certain circumstances where there are breaches of the Enforcement Management System may be determined by the Strategic Environmental Health and Public Safety Lead having regard to Hackney Carriage and Private Hire legislation, this Policy and any other relevant legislation, legal case law and other relevant Council policies. The right of appeal will be to the Magistrate Court.

- 8.8 Following the determination of an application by the Licensing Authority, the applicant will receive a copy of the decision in writing. The written decision will be delivered as soon as is practicable after the decision has been made. This will include information on the right of appeal where appropriate.
- 8.9 Parties aggrieved by a decision of the Licensing Authority have a right of appeal. This must be lodged with the relevant Court in accordance with the relevant statutory provisions.

## **9.0 FEES**

- 9.1 There is a statutory power for the Licensing Authority to charge fees associated with the Hackney and Private Hire licensing regime. The fees charged to applicants should be sufficient to cover the costs of inspecting the vehicles, providing Hackney Carriage stands and administering the regulation of and enforcement work in relation to the Hackney Carriages and Private Hire trades.
- 9.2 The appropriate fee should accompany any application or renewal made.
- 9.3 Licences surrendered prior to their expiry, or licenses that are suspended or revoked shall not be eligible for a refund.

## **10.0 LICENSING PROFILE**

- 10.1 A Hackney Carriage is a public transport vehicle with no more than 8 passenger seats, which is licensed to ply for hire. This means that it may stand at ranks or be hailed in the street by members of the public.
- 10.2 Private Hire Vehicles must have no more than 8 passenger seats and must be booked in advance by customers through an operator and may not ply for hire in the street.
- 10.3 Vehicles that are required by an applicant to carry more than 8 passengers for hire and reward fall outside the legislation governing Hackney Carriages and Private Hire

vehicles and require a public service vehicle licence. The Licensing Authority has no involvement in the licensing of these vehicles.

## **PART 2**

## **VEHICLES**

## **11.0 LIMITATION OF VEHICLE NUMBERS**

- 11.1 The current legal provision on quantity restrictions for Hackney Carriages is set out in section 16 of the Transport Act 1985. This provides that the grant of a Hackney Carriage Licence may be refused, for the purpose of licensed Hackney Carriages “if, but only if, the local authority is satisfied that there is no significant demand for the services of Hackney Carriages (within the area to which the licence would apply) which is unmet”.
- 11.2 In establishing if there is no significant demand for Hackney Carriages that is unmet, the Council conducts a Demand Survey to measure this. This is currently conducted every three years.
- 11.3 A demand survey was conducted in 2026, which concluded that there was no significant demand for Hackney Carriages that is unmet. During this meeting members approved a Hackney carriage limit of 270, which was the number of vehicles licensed during the time of the survey.
- 11.4 Any limit imposed by the Licensing Authority will be subject to the requirements of Part 12 of the Equality Act 2010 and any associated Regulations such that the proportion of the taxi fleet that is accessible to a disabled person complies with any requirement that may be set by Regulations.
- 11.5 There are no powers for licensing authorities to limit the number of Private Hire Vehicles.

## **12.0 DEFINITIONS, SPECIFICATIONS AND CONDITIONS**

- 12.1 The main difference between Hackney Carriages and Private Hire vehicles is that Hackney Carriages can be hailed in a public street or hired from a taxi rank.
- 12.2 Private Hire vehicles must be pre-booked in advance through a licensed Private Hire Operator and are not permitted to wait on a rank or be booked directly from a public street.
- 12.3 Should a Private Hire vehicle driver accept a fare which has not been pre-booked

through an Operator, he is committing an offence and, if caught, will be subject to relevant enforcement action by the Licensing Authority.

- 12.4 Anyone being conveyed in a Private Hire vehicle which has not been pre-booked may not be covered by the drivers insurance. Proprietors are required to ensure that they fully understand their individual insurance policy.
- 12.5 Once a vehicle is licensed as a Hackney Carriage or Private Hire vehicle, every driver of that vehicle, whether it be used for business or pleasure, must possess the appropriate City Council driver licence.
- 12.6 Local Licensing Authorities have a wide range of discretion over the types of vehicle that they can licence as Hackney Carriage or Private Hire Vehicles.
- 12.7 Cambridge City Council will not grant a Hackney Carriage or Private Hire Vehicle Licence for any vehicle that is already licensed by another authority. Obtaining a vehicle licence from another authority will invalidate any vehicle licence granted by Cambridge City Council.
- 12.8 Government guidance suggests that best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible. Licensing Authorities are encouraged to leave it open to the trade to put forward vehicles of their own choice that can be shown to meet basic criteria. In that way, emerging designs for vehicles can be taken into account.
- 12.9 Licensing Authorities are asked to be particularly cautious about specifying only purpose-built Hackney Carriages, with the strict constraint on supply that implies. There are at present only a small number of designs of purpose-built Hackney Carriages. They are, however, encouraged to make use of the “type approval” rules within any specifications they determine.
- 12.10 The Licensing Authority will only license a vehicle as a Hackney Carriage or a Private Hire Vehicle if it complies with European Whole Vehicle (M1) type approval, M1 Low Volume Type Approval or UK National Small Series Type Approval and Individual Vehicle Approval (IVA). These approvals related to wheelchair accessible vehicles/ converted vehicles and not saloon vehicles.

- 12.11 A vehicle will only be licensed as a Private Hire vehicle if it is not of an appearance that is considered likely to lead the public to think it is a licensed Hackney Carriage vehicle.
- 12.12 The Licensing Authority is empowered to impose such conditions as it considers reasonably necessary in relation to the grant of a Hackney Carriage or Private Hire vehicle licence. Hackney Carriages and Private Hire vehicles provide a service to the public, so it is appropriate to set criteria for the external and internal condition of the vehicle, provided that these are not unreasonably onerous.
- 12.13 This will also apply to Private Hire vehicles unless they are treated as a “special vehicle”.
- 12.14 The ‘Hackney Carriage and Private Hire Handbook’ sets out the specification and minimum standards in respect of Hackney Carriages and minimum standards for Private Hire Vehicles. All vehicles presented to the Licensing Authority for licensing and all vehicles whilst licensed must comply with the Authority’s current Hackney Carriage and Private Hire policy, handbook and vehicle testing standards specification.
- 12.15 The Licensing Authority reserves the right to carry out or require any form of test, examination or assessment as it sees fit to determine the suitability of a vehicle for licensing or to remain a licensed vehicle.

## **13.0 FARES**

- 13.1 Hackney Carriage drivers may only charge their passengers such fare as is set by the Licensing Authority and published by it in its table of fares. The charges levied by Private Hire operators and drivers are not subject to the Authority’s control and form a private contract between the hirer and the operator.
- 13.2 The Licensing Authority is able to review the Hackney Carriage Table of Fares (“the tariff”) annually.
- 13.3 A table of authorised fares shall be provided to each Hackney Carriage Licence holder, which must be displayed in each vehicle so that it is easily visible to all

hirers.

- 13.4 The Licensing Authority is unable to set fares for Private Hire Vehicles.
- 13.5 All Hackney Carriage and Private Hire Vehicles must carry a device that is capable of accepting payment for a journey from credit/debit cards.

## **14.0 METERS**

- 14.1 The meter will be calendar controlled to the current tariff as set by the Licensing Authority.
- 14.2 The taximeter and the operating devices must be sealed by the installer and certificated to confirm that the equipment is compliant. The certificate issued must be available for inspection on the vehicle. Seals must be intact at any time that the vehicle carries a Licence plate except when at an approved installers premises.
- 14.3 Meters are required to meet the Public Carriage Office Specification.

## **15.0 ACCESSIBILITY AND EQUALITY**

- 15.1 Cambridge City Council has a specific Hackney Carriage and Private Hire Disability Access Statement which can be found in the Hackney Carriage and Private Hire Handbook.
- 15.2 All new drivers must attend Accessibility & Equality Training as part of the application process.
- 15.3 The Licensing Authority takes all complaints of discrimination seriously and will have due regard to its duty to eliminate discrimination, along with the provisions of the Equality Act 2010, when considering the fitness of an individual to hold a Hackney Carriage or Private Hire licence (driver, vehicle or operator).
- 15.4 All new Hackney Carriages (plate 122 to 441) must be wheelchair accessible vehicles.

The Authority will apply any specification for such vehicles as may be provided by

Regulations under the Equality Act 2010 and these will be detailed in the “Hackney Carriage and Private Hire Handbook”. There is not the same requirement for private hire vehicles to be wheelchair accessible.

- 15.5 All new licensed Hackney Carriages must be either side or rear loading. The Licensing Authority will not licence wheelchair accessible vehicles that load from the driver’s side (off-side).
- 15.6 Hackney Carriage licence plates numbered 1 to 121 retain protected “grandfather rights” to use non-wheelchair accessible vehicles. [These rights shall continue to apply where a licence plate numbered 1-121 is surrendered, revoked or otherwise becomes available to be relicensed by new proprietor. -----](#)  
[--The continuation of the exception in paragraph 15.6 does not affect the councils obligations under the Equality Act 2010 or its duty to have regard to the availability of accessible Hackney Carriage Vehicles.](#)
- 15.7 The Equality Act 2010 places certain duties on licensed drivers to provide assistance to any disabled passenger, including wheelchair users and assistance dog users. Assistance dogs are defined as, “not a pet, but a working service dog that has been certified by an organisation, that is a full member of Assistance Dogs International (ADI) or International Guide Dog Federation (IGDF), as trained or undergoing training to help a disabled person. To evidence this, either the dog must be wearing an identifying harness/jacket or its owner must be carrying certifying documents.
- 15.8 Section 167 of the Equality Act 2010 requires Licensing Authorities to maintain and publish a list of designated wheelchair accessible taxis and private hire vehicles. The duties on drivers in section 165 of the Equality Act 2010 apply to drivers of vehicles included in this list.
- 15.9 Licensed drivers who are unable to carry out the duties imposed upon them under the Equality Act 2010 may apply to the Licensing Authority for an exemption certificate from those duties. The Council must issue an exemption certificate to that licensed driver if they are satisfied that it is appropriate to do so on medical grounds. It is the driver’s responsibility to apply to the Council for such an exemption and to satisfy the Licensing Authority at his or her own cost of the medical grounds. A driver has no defence against these offences even if a medical ground or other physical condition exists, if he has not been issued an exemption certificate.

- 15.10 It is arguable that different accessibility considerations should apply between Hackney Carriage and Private Hire vehicles in that Hackney Carriages can be hired directly in the street or at a Hackney Carriage stand (“taxi rank”), by the customer dealing directly with a licensed driver. However, Private Hire vehicles can only be booked through a licensed Private Hire operator. It is therefore considered particularly vital that an individual with accessibility requirements should be able to hire a Hackney Carriage on the spot with the minimum delay or inconvenience and requiring that all new Hackney Carriages are accessible assists in achieving that aim.
- 15.11 It is important that vehicle drivers, proprietors and operators ensure that licensed drivers carry all passengers in safety and comfort.
- 15.12 Duties of drivers under the Equality Act 2010, is further detailed within the Hackney Carriage and Private Hire Handbook.
- 15.13 Drivers shall need to receive mandatory training in regards to supporting wheelchair users and have the knowledge to board them safely and travel safely. The training shall also cover how to use any equipment associated with carrying wheelchairs users safely. This will only come into effect once the type of training has been established by officers.

## **16.0 VEHICLE TESTING**

- 16.1 The Licensing Authority must be satisfied that vehicles which are licensed by them are safe to operate within its area.
- 16.2 The DfT guidance recognises that an annual MOT test for licensed vehicles of whatever age is necessary. No vehicle may be used as a Hackney Carriage or Private Hire vehicle unless it has been given a certificate of compliance in respect of a satisfactory test from the approved testing station and has been appropriately licensed by the Authority.
- 16.3 Vehicle testing is carried out twice yearly, the Hackney Carriage and Private Hire Handbook sets out the specification and standards for vehicle testing and compliance. In addition to this, the Authority will adhere to National Vehicle Standards along with any localised byelaws or conditions as described in the

- 16.4 The Licensing Authority may appoint a currently registered MOT station as an Appointed Testing Station who will conduct vehicle tests on its behalf. The Authority reserves the right to limit the number of approved garages.
- 16.5 Hackney Carriage and Private Hire vehicles are granted licences for a maximum period of one year. Prior to being granted a licence, each vehicle shall be examined and tested at Cambridge City Council's garage, at which compliance with the requirements is assessed and confirmed by the issue of a certificate of compliance.
- 16.6 It is the proprietor's responsibility to ensure that all testing and application procedures are completed in order for the vehicle to become and/ or remain licensed.
- 16.7 Licensed vehicles that fail an authorised examination and test, and are deemed non-compliant by the examiner, will result in the vehicle proprietor being invited to re-test the vehicle. If an existing licensed vehicle fails, it must not work until a compliance test has been passed.
- 16.8 Proprietors of licensed vehicles are required to inform the Authority as soon as possible, and most certainly within 72 hours, of any accident that causes damage which materially affects the safety, performance or appearance of the vehicle or the comfort or convenience of passengers carried. Proprietors must also present the vehicle to the Licensing Authority, for inspection, if requested.
- 16.9 Full details on the accident reporting process can be found within the Hackney Carriage and Private Hire Handbook.

## **17.0 VEHICLE INSPECTIONS**

- 17.1 Licensed vehicles shall be kept at all times in an efficient, safe, tidy and clean condition. Compliance with the vehicle specifications and conditions of Licence is essential and will be enforced by periodic and/ or random vehicle inspections by authorised officers of the Council. Further guidance on vehicle inspections can be found in the Hackney Carriage and Private Hire Handbook.

- 17.2 Drivers shall be required to complete a daily and monthly checklist before driving the licensed vehicle. The checklist can be recorded electronically and must be available to be viewed upon request of officers. The checklist can be found in the Hackney Carriage and Private Hire Handbook.

## **18.0 SIGNAGE, LIVERY AND ADVERTISING**

- 18.1 Some members of the public do not distinguish between Hackney Carriage and Private Hire vehicles and do not realise that Private Hire vehicles are not available for immediate hire or are able to be hailed in the street. It is therefore essential that the public are able to easily identify between a Hackney Carriage and a Private Hire vehicle.
- 18.2 Cambridge City Council require Hackney Carriage Vehicles to have a livery. Further information on the Livery can be found within the Hackney Carriage and Private Hire Vehicle Handbook, including the implementation plan.
- 18.3 Cambridge City Council licensed vehicles are required to display a City Council issued identity licence plate. This is a key feature in helping to identify vehicles that are correctly licensed by the authority.

### **Hackney Carriage Vehicles:**

- i) Must be silver in colour (as described on the V5 registration document for each vehicle).
- ii) Must have a 'wrap' of two gloss stripes, one placed either side of the vehicle (running horizontally from the headlight to the rear light).
- iii) Must have the stripe 'Avery 813 grass green' in colour and must be fitted along the side of the vehicle and should follow the natural line of the vehicle.
- iv) Must ensure that the stripe has a break on any part of it, on the front passenger and driver doors, to allow for the positioning of the crests.
- v) For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).
- vi) For Saloon Vehicles, the stripe must be a thickness of 4 inches (100mm).

- vii) Must display the Cambridge City Hackney Carriage pale blue identification plate on the rear of the vehicle.
- viii) Must have a 'Taxi' yellow roof sign on the top of the vehicle.

18.4 Roof signs fitted to Hackney Carriage vehicles shall be illuminated at all times when the vehicle is available for hire. The sign bearing the word "TAXI" in black lettering on a yellow background on the front and "Cambridge Licensed Taxi Cab" in black lettering on a red background on the back is at all times to be prominently displayed on the roof of the vehicle except:

- i) when the vehicle is on hire for a wedding
- ii) when it is necessary to accommodate passengers luggage by use of a roof rack
- iii) when the vehicle is being used for social, domestic or pleasure purposes.

18.5 The roof sign can also be removed when the vehicle is undergoing maintenance work or is being cleaned, but must be put back on the vehicle before the vehicle is used again for hire and reward.

18.6 In order to ensure that the crests remain prominent and are not compromised by any other advertising the crests should be a minimum of 9.5 inches in diameter if circular in size and 10 inches width and height if square with no background colour, and attached to both the nearside and offside front doors of the vehicle.

18.7 The Hackney Carriage external licence plate supplied by the Licensing Authority shall be securely fixed to the outside of the vehicle, no temporary fixing is allowed.

#### **Private Hire Vehicles:**

- i) Cannot be silver in colour (as described on the V5 registration document for each vehicle).
- ii) Must display door signs which detail the name and contact information of the Operator fulfilling the booking, along with the notification of 'Private Hire: Pre-booked only'.
- iii) Must display the Cambridge City Private Hire pale green identification plates on the front and rear of the vehicle.

iv) Do not have a taxi sign or crests.

18.8 Private Hire vehicles are not be permitted to display roof mounted signs or any signs that include the words “taxi” or “cab” or “for hire”.

18.9 The Private Hire external licence plates supplied by the Licensing Authority shall be securely fixed to the outside of the vehicle, no temporary fixing is allowed.

### **Advertising:**

18.10 Private Hire Vehicles are not permitted to display advertisements.

18.11 Limited external advertising may be permitted on Hackney Carriage Vehicles, but only on the rear of the vehicle.

18.12 Limited internal advertising may be permitted in Hackney Carriage Vehicles.

18.13 Any permission to display advertising will be subject to the prior written approval of the City Council and must be in accordance with the Advertising Standards Agency code of practice. Advertisements concerning the following subjects will not normally be approved:

- i) Political, ethnic, religious, sexual or controversial subjects
- ii) Escort agencies, gambling establishments or massage parlours
- iii) Nude or semi-nude figures
- iv) Tobacco or alcohol
- iv) Anything likely to offend public taste

## **19.0 EXEMPTIONS**

19.1 The DfT have issued guidance regarding the types of activities that may require licensing. In general, the following will not be considered to require licensing:

- i) Child minder vehicles
- ii) Care transport workers
- iii) Volunteers
- iv) Ambulances

v) Courtesy Cars

Each case will be taken on its own merits and the nature of the operation will be taken into account when considering if a licence is required.

19.2 The open display of the identifying licence plates is intended by the licensing legislation in protecting the public and supporting the trade by identifying it as a regulated business. However, there are occasions when the display of such identification is inappropriate on a Private Hire Vehicle and exemptions may be granted where there is sufficient reason.

19.3 Detailed guidance on the Plate Exemption Procedure for Private Hire Vehicles can be found in the Hackney Carriage and Private Hire Handbook.

## **20.0 STRETCHED LIMOUSINES AND PRESTIGE VEHICLES**

20.1 Stretched limousines are elongated saloon cars, which are generally used for Private Hire work and special occasions.

20.2 Most limousines are imported for commercial purposes and are therefore required to take a Single Vehicle Type Approval (SVA) [to be replaced by the Individual Vehicle Approval (IVA)] test. The SVA or IVA Scheme is an Inspection Scheme for vehicles that are not approved to British and European Standards and its purpose is to ensure that these vehicles meet modern safety standards and environmental standards before being used on public roads.

20.3 Any stretched limousines that are offered for private hire do require a licence. Some operators of these vehicles have a wedding car licence insurance policy on the basis that the vehicle will be used largely during daylight hours, once or twice per week.

20.4 Applications to Licence stretched limousines as Private Hire vehicles will be treated on their merits. However, imported stretched limousine type vehicles can:

- i) be granted an exemption from the requirement under the conditions of licence for Private Hire to be right hand drive;

- ii) be authorized as prestige type vehicles; and
- iii) be approved for licensing as Private Hire vehicles subject to the additional conditions detailed in the 'Taxi Guide'

20.5 Proprietors of prestige type vehicles licensed as Private Hire vehicles or Private Hire vehicles used in special circumstances may seek the permission of the Authority to waive the conditions of their licence relating to the display of licence plates, door stickers and driver badges.

## **21.0 CONTRACT VEHICLES**

21.1 The Road Safety Act 2006 requires vehicles used for a contract with an organisation or company, for carrying passengers for hire or reward under a contract, to be licensed as private hire vehicles. As a general guide this shall include executive hire, chauffeur services, park and ride for private car parks, airport travel, stretch limousines and novelty vehicles.

21.2 All vehicles with less than 8 passenger seats or fewer that carry passengers for hire and reward must be licensed by the Local Authority. Although there has been some legal debate regarding this particular issue, current case law supports the view that vehicles which are used as 'courtesy cars', i.e. for transporting customers to and from hotel, nightclubs, etc. are being provided for hire and reward in the course of business, irrespective of whether or not a charge is made for such service. They should, accordingly be licensed.

21.3 Those operating 'courtesy cars', e.g. for transporting customers to and from hotels, nightclubs, etc. should have an operator's licence and the vehicles and driver must be appropriately licensed.

21.4 All ambulances registered with the British Ambulance Association will be exempt from private hire licensing.

21.5 Other patient transport services provided by either NHS or Voluntary Services that are registered with the British Ambulance Association will be exempt from private hire licensing.

21.6 All other ambulance or patient transport services that are not registered with the

British Ambulance Association may be required to conform to private hire licensing requirements. The Licensing Authority strongly recommends that anyone wishing to provide this type of service contact the Council for each case to be considered on its merits.

- 21.7 In relation to Voluntary Sector Transport, the Licensing Authority will assess each individual organisation on its own merits to determine whether or not it will require licensing as a private hire business. Whilst it is clear that the organisation is providing a service, it is less clear that such provision can be defined as operating a private hire business.
- 21.8 When determining whether a vehicle is operating as a Private Hire Vehicle, the Licensing Authority will have reference to the Department for Transport's guidance note "Private Hire Vehicle Licensing" and any relevant case law.
- 21.9 The Licensing Authority will, however, seek to enforce against unlicensed businesses where it can be proven that the business obtains a benefit and the Authority considers that private hire vehicle licensing is necessary.

## **22.0 WEDDING VEHICLES**

- 22.1 Vehicles used wholly or mainly for the traditional purposes of wedding ceremonies are exempt from the requirement to be licensed.

## **23.0 FUNERAL VEHICLES**

- 23.1 Vehicles owned by funeral directors that are used wholly or mainly for the purposes of funerals are exempt from the requirement to be licensed.

## **24.0 SAFEGUARDING**

- 24.1 Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We take our responsibilities seriously and expect all of our licensed drivers, proprietors and operators to share this commitment.

- 24.2 Safeguarding is the process of protecting children and adults at risk from harm, preventing impairment to their health and development, which includes keeping them safe from neglect, and physical, emotional and sexual abuse.
- 24.3 All new hackney carriage, private hire and dual driver, proprietor and operator applicants must attend and pass a safeguarding training course before submitting an application. Further guidance can be found the Hackney Carriage and Private Hire Handbook.

24.4 All drivers applying to renew a hackney carriage, private hire and dual driver licence must provide evidence of completion of the safeguarding training specified by the Licensing Authority as part of each renewal application. A refresher of the training will need to be undertaken by all licence holders every three years.

24.424.5 Any safeguarding training certificate submitted for a new driver licence must be dated within three months of application. Any safeguarding certificate submitted with a renewal application must be dated within 3 months of licence start date.

24.524.6 Non-driver proprietors and operators must complete the safeguarding training specified by the Licensing Authority every three years. Evidence of completion must be provided as part of relevant non driver proprietor registration.

## **25.0 DRIVER SAFETY**

- 25.1 The trade provides a valuable service and security for drivers and passengers is of paramount importance. There are a number of ways to reduce risks such as prepayment of fares, driver screens, CCTV surveillance systems and radio link schemes.
- 25.2 The Hackney Carriage and Private Hire trades are encouraged to build good links with the local police force, including participation in any crime and disorder reduction partnerships.
- 25.3 The Local Authority have made it a requirement that all licensed vehicles are to be installed with a CCTV system that meets the local authorities specifications.
- 25.4 The requirement for CCTV in licensed vehicles will be reviewed every five years.
- 25.5 The implementation of CCTV in licensed vehicles serves multiple purposes which will enable the prevention and detection of crime and promote a safe experience for both

licensed drivers and the travelling public.

25.6 The key objectives are:

- The protection of licensed drivers.
- The protection of the travelling public.
- To ensure that licensed drivers continue to be 'fit and proper' in line with licence conditions.
- To enable investigations to be fully supported with evidence in a secure and retrievable form.

25.7 The CCTV system installed in any vehicle will comply with the Council CCTV Technical Specification and will remain locked and only accessible by an approved officer of the Licensing Authority.

25.8 The Licensing Authority reserves the right to amend the CCTV specification from time to time as the need arises, having regard to changes in technical standards, case law, national policy or any other circumstances that make it reasonable to amend the current specification.

25.9 Further guidance on CCTV, the associated operational procedures and the safety of drivers can be found in the Hackney Carriage and Private Hire Handbook.

## **26.0 HACKNEY CARRIAGE STANDS**

26.1 The purpose of Hackney Carriage stands (known as Taxi Ranks) is to provide the public with a set location where they can hire a licensed Hackney Carriage. Stands can be continual or be for part time use (e.g. night time only ranks).

26.2 A list of all public taxi ranks in the city are detailed in the Hackney Carriage and Private Hire Handbook.

## **27.0 VEHICLE APPLICATION PROCEDURES**

27.1 The application procedures for a Hackney Carriage or Private Hire vehicle licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in the Hackney

- 27.2 The Licensing Authority shall consider all applications on their own merits once the appropriate criteria have been met and the application form and supporting documents are complete. Only then, and if the Licensing Authority is satisfied that the vehicle is suitable, will a licence be granted.
- 27.3 The vehicle proprietor is responsible for ensuring that the application process is followed and all necessary steps, documentation and fees are submitted in accordance with the procedure.

## **28.0 GRANT OF VEHICLE LICENCES**

- 28.1 The maximum period for which a vehicle licence will be granted is 1 year. The Licensing Authority may exercise discretion and issue a licence of a shorter duration if it considers this to be reasonable given the individual circumstance.
- 28.2 The responsibility for applying to renew a licence, and to ensure that a vehicle is licensed, rests solely with the licence holder. Application forms, appropriate fees and supporting documentation, as set out in the Hackney Carriage and Private Hire Handbook shall be submitted prior to the expiry date of the licence. The licence fees payable are subject to review and any increase or reduction will be published as required by legislation.
- 28.3 The Licensing Authority will only accept complete applications comprising of all the necessary information and documentation. Renewals must be completed prior to expiry of license. If license expires, the Local Authority will not be able to be renew the vehicle as the license no longer exists. If proprietor wishes to license vehicle, they will be required to begin new application, to gain new license. During this time your vehicle will be unlicensed and will be unable to be used for licensed purposes. In some cases, once a licence has lapsed, vehicles may not be eligible to be re-licensed.

## 29.0 ENVIRONMENTAL CONSIDERATIONS

29.1 The DfT guidance suggests that authorities may wish to consider how far the vehicle licensing policy can and should support local environmental policies that the Licensing Authority may have. They may also decide to set vehicle emissions standards by promoting cleaner fuels. Local licensing authorities may also wish to note that a review carried out by the National Society for Clean Air and Environmental Protection in 2005 found taxis were more likely than other vehicles to fail emissions tests.

29.2 Cambridge City Council considers that every effort should be made to improve the efficiency of vehicles licensed to operate in the city by reducing the emissions of pollutants such as Nitrous Oxides, Particulate Matter and Carbon Dioxide.

29.3 The 2015-25 Air Quality Action Plan includes a strategy to reduce polluting emissions to improve poor air quality in Cambridge City and to develop taxi licensing policies to transform the vehicle fleet into a low emission fleet which will lead to a significant reduction in emissions and a significant improvement in air quality, whilst maintaining sufficient levels of access and capacity for travel in the City.

29.4 The following potential incentives and regulatory policies, which are designed to encourage and reward the uptake of Ultra- low emission and electric vehicles within the taxi fleet, were consulted upon and agreed by Members on 19<sup>th</sup> March 2018:

| Item | Option                                                                             | Rationale                                                                                                                                                                               | Timeframe/ Implementation            |
|------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1    | <b>Licence Fee Exemption for Zero emission, Vehicles</b>                           | Full Licence Fee Exemption is available for Zero Emission Vehicles ONLY.<br><br>The exemption could potentially be for up to 5 years.<br><br>This is dependent on funding availability. | <b>With effect from 1 April 2018</b> |
| 2    | <b>Licence Fee Discount for Ultra-Low Emission Vehicles (not standard hybrids)</b> | 50% Licence Fee discount is available for Ultra-Low emission vehicles.<br><br>The exemption could potentially be for up to 5 years.<br><br>This is dependent on funding availability.   | <b>With effect from 1 April 2018</b> |
| 3    | <b>Extended Age Limit for Zero Emission Vehicles</b>                               | Zero Emission Vehicles can have an age limit of up to 15 years.                                                                                                                         | <b>With effect from 1 April 2018</b> |

|   |                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                           |                                                    |
|---|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|   |                                                                                                                                          | This is subject to obtaining a Certificate of Compliance every 6 months.                                                                                                                                                                                                                                                                                  |                                                    |
| 4 | <b>Extended Age Limit for Ultra-Low Vehicles (not standard hybrids)</b>                                                                  | <p>Ultra-Low emission vehicles can have an age limit of up to 12 years.</p> <p>This is subject to obtaining Certificate of Compliance every 6 months.</p>                                                                                                                                                                                                 | <b>With effect from 1 April 2018</b>               |
| 5 | <b>A set date for all new Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>                                                  | This allows proprietors/ potential proprietors to focus on planning to move to Zero or Ultra Low emission vehicles by a set date.                                                                                                                                                                                                                         | <b>With effect from 1 April 2020</b>               |
| 6 | <b>A set date for all Licensed Saloon Vehicles to be Zero or Ultra-Low Emission (Battery electric vehicles and plug in hybrids only)</b> | This allows proprietors/ potential proprietors to focus on planning to move to Zero or Ultra Low emission vehicles by a set date and allows adequate business planning.                                                                                                                                                                                   | <b>By December 2028</b>                            |
| 7 | <b>To reduce the total % of Wheelchair Accessible Vehicles within the Hackney Carriage Fleet to 50%</b>                                  | <p>The % of Wheelchair Accessible Vehicles (WAV) to be reduced to 50% within the fleet.</p> <p>Proprietors will be offered the chance to 'give up' their Wheelchair Accessible Vehicle on the condition it is replaced with a <b>Zero emission saloon</b> vehicle.</p> <p>This will reduce the number of wheelchair accessible taxis from 213 to 163.</p> | <b>With effect from 1 April 2018</b>               |
| 8 | <b>A set date for all Wheelchair Accessible Vehicles to be Ultra-Low or Zero Emission as and when the market allows</b>                  | Further to option 7 (above), currently the market does not provide Ultra-Low or Zero Emission Wheelchair Accessible Vehicles.                                                                                                                                                                                                                             | <b>By December 2028. Subject to review in 2026</b> |
| 9 | <b>To restrict City Centre Access to Ultra-Low</b>                                                                                       | This is an important factor in ensuring compliance with the Ultra-Low and Zero Emission criteria.                                                                                                                                                                                                                                                         | <b>By December 2028</b>                            |

|  |                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|--|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <b>and Zero Emission<br/>Licensed Vehicles only</b> | The Greater Cambridge Partnership project considers traffic restrictions on key access routes. This policy is outside the Licensing powers and would only be deliverable with the co-operation of the County Council. However, considering changes that have come into effect regarding access management of the City Centre to Automatic Number Plate Recognition (ANPR) there is the potential that this could be delivered. |  |
|--|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

29.5 Taxi and Private Hire Handbook, provides further information in regards to Ultra-low and Zero emission vehicles.

29.6 To support the Councils Air Quality Action Plan minimum age limits and Euro Standards will be maintained and new policy incentives to encourage the uptake of zero and ultra-low emission vehicles will be implemented over a ten year period:

- i) a new vehicle licence will not be granted in respect of a vehicle unless it meets the Euro 5 standard or higher.
- ii) a vehicle licence will not be renewed unless the vehicle is less than 11 years old.
- iii) from 1 April 2020 all new licenced saloon vehicles will need to be zero or ultra-low emission vehicles.
- iv) by 31 December 2028 all licensed saloon vehicles will be zero or ultra-low emission vehicles.
- v) by 31 December 2028 all wheelchair accessible vehicles will be zero or ultra-low emission as and when the market allows (this is subject to review in 2026).
- vi) by 31 December 2028, the City Centre will restrict access to zero and ultra-low emission licensed vehicles only.

29.7 To further support the uptake of Ultra- Low and Zero Emission vehicles, on 30 September 2019, Members agreed no maximum age limit for newly licensed Ultra-Low and Zero Emission vehicles.

29.8 With the previous 9-year age limit for petrol and diesel vehicles, this will mean that by 2017/18 all the internal combustion fleet licensed will be to Euro 5 or 6. The extended age allowance for low emission vehicles reflects their low pollution and supports improvements to air quality in Cambridge.

29.9 The term `new` means any vehicle that is being licensed for the first time with Cambridge City Council (i.e. a complete new license) or where a license is issued on a particular vehicle and then surrendered and subsequently an application to license the same vehicle is made.

29.10 Encouraging better maintenance of vehicles could reduce emissions from licensed vehicles further, it is intended that this aspect be tackled through education and promotion.

29.11 The Authority recognises that low emission vehicles can have a positive impact on the environment and any application received for other low and ultra-low emission vehicles will be considered on its own merits.

29.12 Where an applicant seeks to licence an imported Ultra-Low Emission Vehicle (ULEV), the proprietor must provide official documentary evidence of the vehicles C02 emissions to the satisfaction of the Licensing Authority.

29.13 The evidence provided must be sufficient to enable the Licensing Authority to verify vehicles C02 emissions Where appropriate, evidence may include official manufacturer documentation, vehicle approval documentation or other authoritative evidence.

29.14 An imported ULEV will not be licenced where officers are unable to verify vehicles C02 or where satisfactory evidence has not been provided demonstrating that the vehicle has emissions 75g/km or below.

~~29.14~~29.15 The responsibility for providing satisfactory evidence of the vehicle C02 emissions rests on the applicant/proprietor.

## **30.0 SMOKING**

30.1 The driver of a licensed vehicle must not smoke in the vehicle at any time, including when the vehicle is being used for social, domestic and pleasure purposes.

- 30.2 The driver of a licensed vehicle shall not permit any other person or fare-paying passengers to smoke in a licensed vehicle.
- 30.3 This also includes a ban in electronic inhaler type cigarettes and 'vaping'.

## **PART 3**

### **DRIVERS**

## **31.0 GENERAL**

- 31.1 The statutory and practical criteria and qualifications for a Hackney Carriage Driver are similar to those of a Private Hire Driver. The sections below therefore, apply equally to Hackney Carriage, Private Hire and Dual Drivers unless indicated.
- 31.2 Licensed drivers provide a public service. The Licensing Authority will not licence anyone to drive a Hackney Carriage or a Private Hire vehicle unless it is satisfied that they are a fit and proper person.

## **32.0 FIT AND PROPER**

- 32.1 There is no definition of 'fit and proper' in legislation nor a fixed legislative process. It is for Cambridge City Council to determine how it wishes to be satisfied that a driver is fit and proper and to this end, the Authority considers a range of documentary evidence, practical criteria and testing mechanisms provided by an applicant in order to be satisfied of this.

## **33.0 DRIVER LICENCES**

- 33.1 The Licensing Authority grants three types of licence in respect of driving Hackney Carriage and Private Hire vehicles (Hackney Carriage Driver Licence, Private Hire Driver Licence and Dual Driver Licence). [A drivers licence may be granted for a maximum period of 36 months. Applicants granted their first licence will be limited to a maximum period of 12 months and thereafter there is the option of having a licence issued for a minimum of 12 months or a maximum of 3 years.](#)
- 33.2 The Licensing Authority may exercise discretion and issue a licence of a shorter duration if it considers this to be reasonable given the individual circumstances.
- 33.3 The responsibility for applying to renew a licence, and to ensure that all documentation, checks and associated criteria is up to date, rests solely with the licence holder. Application forms, appropriate fees and supporting documentation, as set out in the Hackney Carriage and Private Hire Handbook shall be submitted prior to the expiry date of the licence. The licence fees payable are subject to review

and any increase or reduction will be published as required by legislation.

- 33.4 The Licensing Authority will only accept complete applications comprising of all the necessary information and documentation. Late or incomplete applications may render a driver being unlicensed for a period of time during which they will be unable to work as a licensed driver.
- 33.5 Applicants shall be over 18 years of age and shall have held a full driving licence issued in the UK, the European Community (EC) or one of the other countries in the European Economic Area (EEA) for at least 2 years.
- 33.6 The Authority shall use the services of an appropriate party to access DVLA records in addition to checking the full licenses produced by the applicant.
- 33.7 An applicant who has been suspended/refused/revoked by Cambridge City Council or another Local Authority may not be considered “fit and proper” for a period of at least 10 years from the date of the suspension/refusal/revocation. This period may be extended depending on the circumstances. The NR3S register will be consulted for all applications.

#### **34.0 ELIGIBILITY TO LIVE AND WORK IN THE UK**

- 34.1 Cambridge City Council has a responsibility to ensure that it only issues licences to individuals who have a legal entitlement to live and work in the United Kingdom.
- 34.2 Proof of the right to live and work in the UK must be provided by Driver and Operator applicants in accordance with the Immigration, Asylum and Nationality Act 2006. As part of the new licence application process, individuals will be required to present original documentation for verification and copies will be made and retained on file. The Home Office has produced a list of documents that applicants can provide, further information can be found in the Hackney Carriage and Private Hire Handbook.
- 34.3 If an individual is not a UK national then they will need to obtain permission to live and work in the UK.
- 34.4 EU, EEA and Swiss nationals can no longer use their passport or national ID card as

proof of right to work in UK. Referenced nationals will be required to provide the council with a 'Share code' in order for online check be completed.

- 34.5 Individuals may have a permanent or temporary right to live and work in the UK. Licences will not be issued for a period any longer than the length of an individual's permission to live and work in the UK.
- 34.6 The Licensing Authority work in conjunction with the Home Office to ensure that Immigration Offences are minimized. The Licensing Authority may exercise discretion to grant or renew a licence, or to suspend or revoke an existing licence if an individual is found to be living or working in the UK without the required authorization.

### **35.0 DISCLOSURE AND BARRING SERVICE (DBS)**

- 35.1 A Disclosure and Barring Service Certificate (DBS) is seen as an important safety measure by the Licensing Authority to ascertain whether or not a driver applicant is fit and proper to hold a licence.
- 35.2 Cambridge City Council is an approved DBS registered body and driver applicants can therefore deal with the DBS through the Council and pay the appropriate fee. Cambridge City Council will not accept portability of a DBS.
- 35.3 An enhanced DBS shall be undertaken upon application and all individuals will, at that point, be required to subscribe to the DBS Update Service within the specified timescale of receiving their DBS Certificate.
- 35.4 Every 6 months, officers of the Council will undertake an online check of the DBS Update Service in order to check the applicant's current status and, depending on what is revealed from the online status check, the Council may require an additional DBS check to be undertaken.
- 35.5 All licensed drivers will be required to renew their subscription to the DBS Update Service on an annual basis, before their current subscription ends, should they wish to continue to hold a Cambridge City Council driver's licence.

- 35.6 Where an individual fails to maintain and/ or renew their subscription before it ends; they will be required to apply for a new DBS check and register for the Update Service again.
- 35.7 A Council may require an applicant for a licence under the Town and Police Clauses Act 1847, or under Section 57 of the Local Government (Miscellaneous Provisions) Act 1976, to submit any information that they may reasonably consider necessary to enable them to determine whether the licence should be granted and whether conditions should be attached to any such licence. Cambridge City Council therefore requires any Proprietors or Operators that are not licensed drivers with Cambridge City, to undertake a Basic Disclosure upon application and every 12 months after (if subsequent renewal applications are made).
- 35.8 The City Council requires all licensed drivers to subscribe to the DBS Update Service and to maintain the annual subscription. Licensed drivers will need to retain their DBS certificate once they have subscribed as this will need to be provided to the officer undertaking the online check.
- 35.9 The Rehabilitation of Offenders Act 1974 sets out the period after which a conviction would be regarded as 'spent' and not normally require disclosure of that conviction. However, in 2002 the Act was amended to exclude Hackney Carriage and Private Hire Drivers from the 1974 Act. The driving of Hackney Carriage and Private Hire vehicles is listed as a 'Notifiable Occupation' in relation to which questions may be asked as to the suitability of individuals to be granted a licence.
- 35.10 Applicants must disclose all convictions (including driving convictions), police warnings, and reprimands, ASBOs, cautions, Community Service Orders, Restraining Orders and fixed penalties including those that would previously have been regarded as spent under the 1974 Act.
- 35.11 Existing licence holders must disclose all new convictions (including driving convictions), police warnings, reprimands, ASBOs, cautions, Community Service Orders, Restraining Orders and fixed penalties to the Licensing Authority in writing within 48 hours. Further information on DBS's, relevance of Convictions and Cautions and the Rehabilitation of Offenders Act 1974 can be found in the Hackney Carriage and Private Hire Handbook.

35.12 For the consideration of convictions and police cautions recorded against individuals, the Licensing Authority has adopted the policy as set out in the Hackney Carriage and Private Hire Handbook.

35.13 In assessing whether the applicant is a fit and proper person to hold a licence, the Licensing Authority shall consider each case on its own merit. It will have regard to the following factors in assessing the relevance of cautions and convictions:

- i) Whether convictions are spent or unspent
- ii) The nature of the offence or information
- iii) The age of the offence
- iv) The apparent seriousness, as gauged by the penalty
- v) Any pattern of offending

Upon receipt of a disclosure (or any other pertinent information via the DBS Update Service) from the Disclosure and Barring Service, the information will be risk assessed by an Authorised Officer who will consider whether the information received is capable of having real relevance to the issue of whether or not the applicant is a fit and proper person to hold a licence in line with the policy guidance in the Hackney Carriage and Private Hire Handbook.

## 36.0 CERTIFICATES OF GOOD CONDUCT

36.1 Applicants or licence holders who have lived or resided out of the UK for any a period of time-three months or more, within the five years prior to their application or renewal of licence must obtain a certificate of good conduct from the relevant embassy or consulate covering that period.

36.2 The Certificate of Good Conduct must be obtained from the appropriate competent authority of the relevant country or countries and translated into English.. The certificate must be capable of authentication and must be authenticated to the satisfaction of the Licensing Authority.

36.1—

36.2—The certificate of good conduct must be authenticated, translated and sealed by the

~~relevant embassy or consulate.~~

36.3 Any costs associated with obtaining, authenticating or translating a certificate of good conduct shall be ~~are~~ the responsibility of the applicant or driver.

36.4 In exceptional circumstances where an applicant or licence holder is unable to obtain a Certificate of Good Conduct, the Licensing Authority may, at its discretion, consider alternative evidence where satisfactory evidence is provided that all reasonable efforts have been made to obtain the certificate.

36.5 Where the Licensing Authority is satisfied that all reasonable efforts have been made to obtain a Certificate of Good Conduct, it may accept such alternative evidence as it considers appropriate to assess whether the applicant or licence holder remains a fit and proper person to hold a licence.

~~36.3~~

## **37.0 DRIVING LICENCE RECORDS**

37.1 The Licensing Authority will carry out a check of DVLA records when considering if an applicant or driver is a fit and proper person to be licensed. This is to ensure that the information submitted by the applicant is in accordance with the information held by the DVLA and so that the the Licensing Authority are aware of any endorsements on the individual's driving licence.

## **38.0 MEDICAL EXAMINATION**

38.1 The DfT recogniszes that it is good practice for medical checks to be made on each driver before the initial grant of a licence and thereafter for each renewal. There is general recognition that it is appropriate for Hackney Carriage and Private Hire drivers to have more stringent medical standards than those applicable to normal car drivers because:

- they carry members of the general public who have expectations of a safe journey;
- they are on the road for longer hours than most car drivers; and
- they may have to assist disabled passengers and handle luggage.

- 38.2 The Licensing Authority acknowledges the importance of a driver's good physical and mental health in protecting the public and requires that all new and renewal drivers must meet the DVLA Group II Medical Standards.
- 38.3 Medicals are required for all new applicants and every five years thereafter until the age of 60. Whilst Group II Licences are valid up until 45 and every five years thereafter, CCC have a more frequent checking mechanism for medical fitness.
- 38.4 Medicals are required for all new applicants (including holders of PSV and/ or HGV licences). After the initial medical, subsequent medicals are then required every five years at each of the following birthdays: 25, 30, 35, 40, 45, 50, 55 and 60.
- 38.5 Once a driver has reached the age of 60 a medical will be required annually thereafter.
- 38.6 For holders of current PSV and/ or HGV licences, who can produce evidence of a current medical examination, the Council will accept the PSV/ HGV entitlement in lieu of a medical at age 45, 50, 55 and 60.
- 38.7 Licence holders and applicants must consider the medical conditions as listed in the Hackney Carriage and Private Hire Handbook as the Licensing Authority may refuse to grant an application or revoke an existing licence where an applicant has any of the listed conditions.
- 38.8 If, once licensed, the drivers medical circumstances change during the period which the licence is held, the driver must notify the Licensing Authority within 7 days. If there is any doubt as to the medical fitness of an individual, the Authority may require the individual to undergo a further medical examination by their GP or an approved practitioner. Each case will be assessed on its own merits and further guidance can be found in the Hackney Carriage and Private Hire Handbook.

## **39.0 KNOWLEDGE**

- 39.1 Hackney Carriage and Private Hire drivers need a good working knowledge of the area for which they are licensed, because vehicles can be hired immediately, directly with the driver at hackney carriage stands or on the street in the case of Hackney Carriages and by prior booking through a Private Hire Operator in the case of Private Hire Vehicles. Additionally, it is expected that drivers should be able to communicate with their customers and be able to carry out the basic arithmetic associated with the paying of fares.
- 39.2 In order to commence the new driver application process an applicant must first register to take a Cambridge City Council Knowledge Test and Safeguarding Test. Only once the Knowledge Test and Safeguarding Test has been passed may they continue with the application process.
- 39.3 The test can only be attempted three times within 12 months, and then it is recommended that if applicants wish to reapply, they do so after a break of six months. Additional guidance on the Knowledge Test can be found in the Hackney Carriage and Private Hire Handbook.
- 39.4 The Guidance recommends that a licensing authority's test of a driver's proficiency should cover both oral and written English language skills. The Licensing Authority believe that the Knowledge and Safeguarding test's cover this requirement.

## **40.0 DRIVING PROFICIENCY**

- 40.1 As licensed drivers are on the road more frequently than most other people, the Licensing Authority has concluded that an additional Driving Assessment (to the DVLA Driving Test) may be the standard of driving competency for the drivers of Hackney Carriage and Private Hire vehicles licensed with this Authority.

## **41.0 DRIVER APPLICATION PROCEDURES**

- 41.1 An application for a Hackney Carriage, Private Hire or Dual driver's licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in the Hackney Carriage and Private Hire Handbook.

## **42.0 CONDITIONS OF DRIVER LICENCES**

- 42.1 Hackney Carriage Drivers are subject to the Council's Byelaws.
- 42.2 The Authority considers that the conditions as set out in the Hackney Carriage and Private Hire Handbook are reasonable, necessary and appropriate for all licensed Hackney Carriage and Private Hire drivers.

## **43.0 CODE OF GOOD CONDUCT**

- 43.1 The Licensing Authority consider that Hackney Carriage and Private Hire trade is the key front line transport service for residents and visitors to Cambridge City and have set down the standards which must be adopted in maintaining a safe, professional and efficient approach to transport members of the public.
- 43.2 The standards of expected behaviour of all licensed drivers are set out in the Hackney Carriage and Private Hire Handbook and should be read in conjunction with the other statutory and policy requirements set out in this document.
- 43.3 The code of conduct is in place to enhance the professionalism of, and to promote public confidence in, licensed drivers. Failure to comply with any aspect of the Code of Conduct will not necessarily result in enforcement action. However, breach of the code is an indicator which the Licensing Authority will use to help decide upon subsequent enforcement action.

## **44.0 CHANGE OF CIRCUMSTANCES**

- 44.1 All Licence holders must inform the Council of any changes in circumstances such as change of address, change of contact number, any criminal offences under investigation whether they have been charged or not, change of medical condition or changes to DVLA licence and convictions as per the specified times lines in the table below. Failure to update the Licensing Authority on changes in circumstances could have an impact on your licence. For ease of reference, please see the list below. Please note that this list is not exhaustive:

| <b>Notification</b>                                                            | <b>When</b>           |
|--------------------------------------------------------------------------------|-----------------------|
| Change of Address                                                              | Within 7 days         |
| Change of name                                                                 | Within 7 days         |
| Loss of Drivers Badge                                                          | Within 1 working day* |
| Loss of Vehicle Plate                                                          | Within 1 working day* |
| Loss of paper licence                                                          | Within 7 days         |
| Accident damage/ damage to vehicle                                             | Within 72 hours       |
| Change in medical circumstances                                                | Within 48 hours       |
| Any criminal offences under investigation whether you have been charged or not | Within 48 hours       |
| Changes to DVLA licence including accrual of penalty points                    | Within 7 days**       |
| Any conviction                                                                 | Within 48 hours       |

\* You must not work as a driver or use the vehicle for work without a licence plate or badge before any replacement(s) are issued.

\*\* In regards penalty points that are endorsed on the DVLA licence, you are required to inform the Local Authority as soon as you become aware of the offence even if you are planning to appeal the offence.

## **PART 4**

### **OPERATORS**

## 45.0 PRIVATE HIRE OPERATORS REQUIREMENTS AND OBLIGATIONS

- 45.1 Any person who operates a Private Hire service (who is not a Hackney Carriage Proprietor who permits Hackney Carriages to be used for Private Hire) must apply to the Licensing Authority for a Private Hire Operator's Licence. The objective in licensing private hire operators is the safety of the public, who will be using operator's premises, and vehicles and drivers, arranged through them.
- 45.2 A Private Hire vehicle may only be dispatched to a customer by a Private Hire Operator who holds an operators' licence. Such licence permits the operator to make provision for the invitation or acceptance of bookings for a Private Hire vehicle.
- 45.3 A Private Hire operator shall ensure that every Private Hire vehicle is driven by a person who holds a Private Hire driver's licence.
- 45.4 An application for a Private Hire Operator's licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in the Hackney Carriage and Private Hire Handbook. The Licensing Authority will then decide whether the applicant is a fit and proper person to hold an operator's licence.
- 45.5 All three licences:
- i) Private Hire operator's licence
  - ii) Private Hire/Dual driver's licence
  - iii) Private Hire vehicle licence

Must be issued by the same Licensing Authority

- 45.6 Private Hire operators, that are not licensed drivers, are required to produce a Basic Disclosure certificate or (if they have lived or resided outside ~~out~~ of the UK for a period of three or more months ~~anytime~~ in the 5-year period prior to applying for a licence) a Certificate of Good Conduct.

45.7 The Certificate of Good Conduct must be obtained from the appropriate competent authority of the relevant country or countries and translated into English.. The certificate must be capable of authentication and must be authenticated to the satisfaction of the Licensing Authority~~a certificate of good conduct from the relevant embassy or consulate for overseas applicants.~~

45.8 In order to promote the objective of public safety, before an application for a Private Hire Operators licence will be considered, the Licensing Authority requires all new Private Hire Operators (who are not already licensed drivers with the City Council) to submit a Basic Disclosure certificate (dated within one month) as part of their application. The applicant(s) will also be required to complete the Safeguarding training (dated within three months), specified by the Licensing Authority:-

~~45.6~~45.9 Non-driver Private Hire Operators must complete the ~~safegudingsafeguarding~~ training every three years and must provide evidence of completion when renewing their non- driver proprietor registration.

~~45.7~~45.10 All Private Hire Operator renewals (for individuals who are not already licensed drivers with the City Council) are to undertake and submit a Basic Disclosure certificate (dated within one month) every 12 months.

~~45.8~~45.11 The application procedure for new and renewal Private Hire Operators licences is set down in the Hackney Carriage and Private Hire Handbook.

~~45.9~~45.12 The Licensing Authority has power to impose such conditions on an operator's licence, as it considers reasonable necessary. These are set out in the Hackney Carriage and Private Hire Handbook.

## **46.0 INSURANCE**

46.1 Before an application for a Private Hire Operator's licence is granted, the applicant shall produce evidence that they have taken out Public Liability insurance for premises that are open to the public.

46.2 The conditions for Private Hire Operators licences, will require that the operator produce an appropriate certificate of motor insurance that covers every Private Hire vehicle on the operators fleet policy.

## **47.0 PRIVATE HIRE OPERATOR LICENCE DURATION**

- 47.1 Cambridge City Council shall grant Private Hire operator licences for a period of one year from the date of grant or for five years from the date of grant (renewal licences only).
- 47.2 The responsibility for applying to renew an Operator licence, and to ensure that all documentation, checks and associated criteria is up to date, rests solely with the licence holder. Application forms, appropriate fees and supporting documentation, as set out in the Hackney Carriage and Private Hire Handbook shall be produced and any necessary appointments shall be arranged on a date prior to the expiry date of the licence. The licence fees payable are subject to review and any increase or reduction will be published as required by legislation.
- 47.3 The Licensing Authority will only accept complete applications comprising of all the necessary information and documentation. Late or incomplete applications may render an operator being unlicensed for a period of time during which they will be unable to work as a licensed operator.

## **48.0 RECORD KEEPING**

- 48.1 The Local Government (Miscellaneous Provisions) Act 1976 requires Operators to keep records of each booking. Information should include the date and time of the booking, the name of the passenger, how the booking was made, the destination, the name of the driver and the licence number of the vehicle. Records can be kept in a suitable book or on a computer or any other recordable device. If you are using a book the pages must be numbered consecutively.
- 48.2 Operators are required to keep the above information for a minimum of 6 months.
- 48.3 The Operator shall permit an Authorised Officer of the Council access to records required by their licence, at all reasonable times.
- 48.4 The operator must hold records of insurance and licence expiry dates of drivers and vehicles. No journeys can be allocated to uninsured or unlicensed drivers and vehicles.

- 48.5 Operators must register with the Information Commissioners office as a data controller.

## **49.0 ADDRESS FROM WHICH AN OPERATOR MAY OPERATE**

- 49.1 The Licence Authority, when it grants an Operator's licence, will specify the address from which the operator may operate. This will be the premises where the records referred to (as above) are kept and at which the Licensing Authority may inspect them.
- 49.2 The Operator must notify the Licensing Authority in writing of any change of address during the period of the licence, within seven working days.
- 49.3 The operator is responsible for ensuring that appropriate planning consent exists for the use of the operational address to be used for that purpose. The grant of a Private Hire Operator's licence will not imply that planning consent has been given. Proof of planning permission may be required before a licence is granted.
- 49.4 The Licensing Authority will not grant an operator's licence for an operator with an operating base that is outside the district area. However, it is possible to obtain an Operator's Licence for premises within 10 miles of the City Boundary. This is to ensure that proper regulation and enforcement measures can be taken and is in no way intended to be a restraint on trade.

## **50.0 SUB CONTRACTING**

- 50.1 Section 55a of the Local Government (Miscellaneous Provisions) Act 1976, inserted by the Deregulation Act 2015, permits Operators licensed by the Council to sub-contract a private hire booking to another operator licensed by the Council or to any other licensed private hire operator holding a private hire licence granted by another local authority.
- 50.2 Regardless of which operator fulfils a booking, the operator can only dispatch a vehicle licensed by the same Council that licenses the operator and driven by a

driver licensed by that same Council.

- 50.3 Operators that accept a booking remain legally responsible for that booking even if they sub-contract the booking to another Operator and should record the booking as usual and note the fact that it was sub-contracted.

## **51.0 CROSS BORDER HIRING**

- 51.1 In relation to Private Hire vehicles, the Local Government (Miscellaneous Provisions) Act 1976 permits members of the public to contact and book a private hire vehicle through any licensed Private Hire Operator regardless of in which district they are licensed. Private Hire bookings are private contracts between the hirer and the operator and are not a matter for the Licensing Authority to regulate. In this regard, the Act leaves the selection of an Operator entirely to market forces and the freedom of choice to the customer.

## **PART 5**

### **ENFORCEMENT**

## **52.0 ENFORCEMENT**

- 52.1 It is recognised that a well-directed, risk based approach to enforcement activity by the Licensing Authority benefits not only the public but also the responsible members of the Hackney Carriage and Private Hire trades. The DoT accepts that the resources devoted by licensing authorities to enforcement will vary according to local circumstances.
- 52.2 Legislation relating to a Licensing regime and the conditions of licence designed to protect public safety are of no value unless they are correctly enforced by the Licensing Authority. In pursuance of the objective to encourage responsible Hackney Carriage and Private Hire businesses, the Authority shall operate a firm but fair disciplinary and enforcement regime. In order to balance the promotion of public safety with the need to permit individuals to safeguard their livelihood without undue interference, the Authority will only intervene where it is necessary and proportionate to do so, having regard to the objectives set out in section 3.0 of this document. Where defects are such that a vehicle or driver's Licence needs to be suspended, interference with livelihood is inevitable.
- 52.3 The City Council has adopted an Enforcement Management System and any action taken will be in accordance with the Council's Enforcement Policy.
- 52.4 The enforcement management system, as set out in the Hackney Carriage and Private Hire Handbook, will ensure that the Licensing Authority's enforcement effort is reasonable, transparent and well directed.
- 52.5 The aim of the enforcement management system will be to work in conjunction with other enforcement options and provide a formal stepped enforcement plan. The system will be used to record alleged misdemeanors and act as a record of drivers' behaviour and conduct.
- 52.6 Complaints from the public and/ or any routine enforcement that identify significant breaches of conduct will be subject to investigation by Officers. The system will serve as an early warning system to licence holders who fail to meet the Council's required standards and as a consistent and transparent method of enforcement.
- 52.7 The adoption of an Enforcement Management System will not, however,

compromise the Council's ability to enforce breaches of statute in the Courts when necessary.

52.8 The City Council has adopted an enforcement policy in line with the Governments Better Regulation Unit Enforcement Concordat and Regulators Code of Practice. Any enforcement action taken will be in accordance with the Council's Enforcement Policy.

52.9 The Licensing Authority will share information with other agencies in respect of potential illegal activities and enter into joint enforcement operations with other agencies and authorities.

### **53.0 COMPLIANCE**

53.1 Informal action to secure compliance with legislation, conditions and policy will include offering advice, requests for action, verbal advice, guidance notes, the use of written instructions and the undertaking of inspections.

53.2 Formal action to secure compliance with a breach of any condition, law or byelaw will be exercised in accordance with the Enforcement Management system as detailed in the Hackney Carriage and Private Hire Handbook.

### **54.0 RANGE OF POWERS**

54.1 The Licensing Authority may take any of the steps below upon receipt of evidence that an offence has been committed in relation to a Hackney Carriage, Private Hire or Dual Licence. A breach of condition amounts to an offence in this context:

- i) Suspension of the Licence;
- ii) Revocation of the Licence;
- iii) Refusal to Renew;
- iv) Issuing of Warnings.

In relation to an offence committed for breach of a statutory obligation, the Licensing Authority may take one of the following steps in addition to the above:

- i) Issuing of Simple Cautions;
- ii) Prosecution.

Further detail can be found in the Hackney Carriage and Private Hire Handbook.

- 54.2 All Officers of Cambridge City Council, duly authorised under the Authority's Scheme of Delegation, are responsible for the day-to-day operation of the Hackney Carriage and Private Hire Vehicle Licensing Policy and enforcement of conditions made under the Policy.

## **55.0 COMPLAINTS, COMPLIMENTS AND COMMENTS**

- 55.1 Members of the public who wish to submit complaints, compliments or comments about licensed drivers and operators can do so via the Commercial and Licensing Team. All complaints will be dealt with in accordance with the process as described in the Hackney Carriage and Private Hire Handbook.
- 55.2 Cambridge City Council has a clear complaints procedure to ensure that there is a clear and systematic process by which members of the public can seek redress for any failures in service provision. Further guidance can be found in the Hackney Carriage and Private Hire Handbook.

## **56.0 WARNINGS**

- 56.1 In respect of minor breaches of licence conditions the Licensing Authority shall issue warnings as appropriate to the circumstances. A Warning may be used for minor, technical or first time transgressions where it may not be in the public interest to prosecute. Further guidance relating to this can be found in the Hackney Carriage and Private Hire Handbook.

## **57.0 PROSECUTION**

- 57.1 The Licensing Authority will have regard to the Regulators Compliance Code, Code for Prosecutors, DfT Best Practice Guidance and its own enforcement policy when considering whether or not to prosecute a licence holder for a relevant offence.

57.2 The Authority will consider prosecution where:

- the allegation is of a serious or repeated offence
- the Council proposes to issue a formal caution to the licence holder, but the offence is not admitted or the formal caution is not accepted
- there have been repeated breaches of legal requirements
- a particular type of offence is prevalent
- a particular contravention has caused public harm, particularly to the vulnerable or extreme inconvenience

## **58.0 SUSPENSION OF A LICENCE**

58.1 Where a Licence holder has been referred to the Licensing Sub Committee or Environmental Health Manager, the Sub Committee or Environmental Health Manager may order the suspension of the Licence.

58.2 A drivers licence may be suspended with immediate effect, delegated to the Environmental Health Manager, for a hackney carriage, private hire or dual driver where it is in the interests of the public safety to do so as pursuant to Section 52 of the Road Safety Act 2006. The driver may appeal this decision to the Magistrates' Court but this will not affect the suspension starting with immediate effect.

## **59.0 REFUSAL TO GRANT**

59.1 The Licensing Authority have the discretion to decide that a licence will not be granted if the vehicle, driver or operator does not meet the requirements of the policy. There is a right of appeal to the Magistrates' Court.

## **60.0 REVOCATION OF A LICENCE**

60.1 Where the Licence holder has been referred to the Licensing Sub Committee or the Environmental Health Manager, the Sub Committee or the Environmental Health Manager may order the revocation of the licence.

60.2 A drivers licence may be revoked with immediate effect, delegated to Environmental Health Manager, for a hackney carriage, private hire or dual driver where it is in the interests of the public safety to do so as pursuant to Section 52 of the Road Safety Act 2006. The driver may appeal this decision to the Magistrates' Court but this will not affect the suspension starting with immediate effect.

## **61.0 REFUSAL TO RENEW**

61.1 The Licensing Authority have the discretion to decide that, especially in the circumstances where a Licence is due to expire, it would be more appropriate to refuse to renew the Licence, as an alternative to revocation. Drivers have the right of appeal to the Magistrates' Court.

## **62.0 RIGHTS OF APPEAL**

62.1 Any notifications of enforcement actions will include information on how to appeal, where that right of appeal exists. This will include where and within what time period an appeal may be brought.

62.2 In general terms, where an applicant is aggrieved by the Council's Licensing Sub Committee or the Environmental Health Manager's decision to suspend or revoke a Licence or attach conditions to a Licence or to refuse to grant or renew a Licence, the applicant has a right of appeal to the local Magistrates' Court. The specific grounds for appeal are detailed in the Hackney Carriage and Private Hire Handbook.

62.3 Any appeal must be lodged at the Court within twenty-one days of the applicant receiving written notification of the Council's decision. The appeal must state the grounds upon which the appeal is based.

## **63.0 INFORMATION AND DATA SHARING**

- 63.1 In the interests of protecting public funds, the Council reserve the right to use any information or data submitted as part of an application, renewal, administration or compliance and enforcement process for the prevention and detection of fraud and crime.
- 63.2 The Council may share your information internally and we reserve the right to check the information you have provided for accuracy and to detect crime. We may share your information with other statutory/ regulated Authorities or if it is required by law. Other parties may include the Department for Work and Pensions, The Home Office, The Police, the DVLA, HM Revenues and Customs and other local authorities.
- 63.3 The Council provides information to the National Register of Taxi Licence Refusals and Revocations (NR3) on all driver refusals and revocations. The database provides a mechanism for licensing authorities to share details of such individuals and data is retained on NR3 for 25 years. The information provided is limited to: name, date of birth, address and contact details, national insurance number, driving licence number, decision taken, date of decision and date decision effective.
- 63.4 All applications for a new licence or licence renewal will automatically be checked on NR3 database. If a search of NR3 indicates a match with an applicant, the authority will seek further information about the entry on the register from the authority which recorded it. Any information received as a result of an NR3 search will only be used in respect of the specific license application and will not be retained beyond the determination of that application.
- 63.5 Any requests from other Authorities for data provided to the NR3 database will only be provided in accordance with this policy and our data protection policies. Further details can be found on our [privacy notice](#) website page.
- 63.6 Common Law Police Disclosure ensures that where there is a public protection risk, the police will pass information to the employer or regulatory body to allow them to act swiftly to mitigate any danger where there is indication that there is a public protection risk.
- 63.7 Information is passed on at charge, or exceptionally arrest, rather than on conviction, which may be some time after, allowing appropriate measures to be put in place.
- 63.8 Any decision by the licensing authority to refuse to grant or revoke a licence to an

individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS).

This page is intentionally left blank

## Consultation responses

**1. Do you agree with extending the maximum duration of newly granted driver licences from 12 months (1 year) to 36 months (three years)?**

No – 5

Yes – 2

Not sure – 2

**2. Do you agree that drivers should complete safeguarding training as part of every licence renewal application?**

No – 5

Yes – 3

Not sure – 1

| Response | Additional comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No       | Just once is enough!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|          | <p>Newly licensed* drivers should remain subject to a probationary period before being granted a longer licence duration. A five-year probationary period, with annual licence renewals during this time, would allow the licensing authority to monitor standards, compliance, customer service, and any relevant enforcement issues.</p> <p>After successfully completing this period without significant concerns, drivers should be able to apply for a longer licence duration.</p> <p>Safeguarding Training</p> <p>Safeguarding training is an important part of the taxi and private hire licensing system, and all drivers should understand their responsibilities in protecting vulnerable passengers. However, requiring experienced and long-term licensed drivers to complete the same safeguarding training at every licence renewal risks turning an important subject into a routine compliance exercise rather than meaningful learning.</p> <p>I believe safeguarding training should be mandatory for all new drivers and should form part of a structured probationary period, with annual licence renewals during the first five years. This would allow the licensing authority to ensure that new drivers understand and maintain the required standards.</p> <p>After successfully completing the probationary period, experienced drivers should continue to receive safeguarding reminders and updates through licence renewals, written guidance,</p> |
| No       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## Appendix B – Consultation responses

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | communications, and relevant awareness materials instead of requiring them to have a certificate. This would help keep safeguarding at the forefront without reducing it to a repetitive tick-box exercise.<br><br>Safeguarding is too important to become simply an administrative requirement. The aim should be to develop a culture where drivers actively understand their role, recognise concerns, and willingly contribute to protecting children, vulnerable adults, and passengers, rather than completing training only because it is required by the licensing authority. |
| No       | Because you havent said which license,if it's vehicle license we would have to do it every year which is too expensive                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| No       | This would be add to extra costs for the driver and it doesn't seem to be cost effective. The current system is good enough.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| No       | when you completed once why do we need it to complete again every 3 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Not sure | Every 3 years its enough ....dont need every year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Yes      | They take into their de facto care some of our most vulnerable citizens, whether this be the elderly or intoxicated students                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Yes      | Public safety and confidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Yes      | A large number of Hackney Carriage drivers are regularly refusing to carry wheelchair users despite holding WAV licenses. It is important to make sure all drivers have undergone training to ensure they are aware of their responsibilities towards their customers.                                                                                                                                                                                                                                                                                                                |

### 3. Do you agree that safeguarding certificates must be dated within 3 months of the application or renewal?

No – 2

Yes – 5

Not sure – 2

| Response | Additional comments                                                                                                                                                  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No       | Safeguard in guidelines doesn't change every three months so it's not necessarily to do every three months or every year or every new renewal. It's not necessarily. |
| No       | Current system is sufficient                                                                                                                                         |
| Not sure | Not sure                                                                                                                                                             |
| Not sure | Honestly I dont understand what do you mean here? if it means the driver need to obtain it after 3 months of application it is ok for me                             |
| Yes      | New drivers should have it with every renewal application.                                                                                                           |
| Yes      | 3 montgs its enough time                                                                                                                                             |
| Yes      | We owe it to our citizens to ensure the highest level of care                                                                                                        |
| Yes      | Public safety and confidence                                                                                                                                         |
| Yes      | A license should not be renewed without recent training being in place                                                                                               |

**4. Do you agree that vehicle proprietors and operators who are not drivers, should complete safeguarding training every three years?**

No – 6

Yes – 4

| Response | Additional comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No       | <p>***** strongly supports robust safeguarding standards, and we agree in principle that regular safeguarding training for non-driver vehicle proprietors and operators is a valuable requirement. Protecting the public must always be a top priority.</p> <p>We urge the Council to adopt a pragmatic and proportionate approach to implementation. Many operators and proprietors hold licenses (driver, vehicle or operator licenses) across multiple local authorities. Where a proprietor or operator has already satisfactorily completed safeguarding training of equivalent rigour and content under another licensing authority, requiring that training to be duplicated adds administrative and financial burden without a corresponding improvement in safeguarding outcomes..</p> <p>We respectfully ask that Cambridge City Council accept valid, equivalent safeguarding training certificates completed through other licensing authorities or trusted organisations such as e Barnardo's or Green Penny. Furthermore, under the current proposals, Company Directors would be required to renew their safeguarding training every three years, meaning the training renewal cycle would run out of step with, and effectively require renewal twice within, the life of a licence itself. We would welcome the opportunity for the Council to adopt a more proportionate model. In particular, we suggest that the Council should consider aligning the safeguarding training renewal cycle for Company Directors and other non-driver proprietors and operators with the five-year PHOL renewal cycle, save where a specific safeguarding concern or a material change in personnel arises that would warrant earlier refresher training.</p> |
| No       | They are not working physically in the system so they never need that guidelines                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| No       | They have no contact with passengers so no.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| No       | They are not dealing with public                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| No       | They don't interact with the public                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| No       | if they arent drivers why should they do it regularly, however they should do it once because of their responsibility as managers of taxi drivers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Yes      | Because they're involved in the business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Appendix B – Consultation responses

|     |                                                                                                                                                                                                                                                                                                                         |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes | They need to understand safeguarding in order to oversee it in their fleets                                                                                                                                                                                                                                             |
| Yes | Public safety and confidence. Improved working culture.                                                                                                                                                                                                                                                                 |
| Yes | Yes, it is currently difficult as wheelchair users to book a taxi as operators are also not aware of legislation regarding the Equality Act and regularly refuse to send the correct vehicles or refuse carriage of wheelchairs. Veezu refuse to discipline or train operators voluntarily despite multiple complaints. |

**5. Hackney Carriage licence plates 1–121 currently have an exemption that allows them to use non-wheelchair accessible vehicles. Should this exemption continue, and should a plate that is surrendered or revoked continue to be assigned for use with a non-wheelchair accessible vehicle?**

No – 3

Yes – 5

Not sure – 1

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No       | Disability access is a major argument for taxi use of bus lanes and other traffic -limited zones. They should fulfill this obligation to gain such privileges                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| No       | These vehicles are needed for the elderly and non wheelchair chair user disabled individuals                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| No       | The council's own survey conducted January 2026 shows that a majority of wheelchair users feel there is a shortage of accessible vehicles in the city. It would be irresponsible to continue to reduce the number of WAV licenses available when there is a chronic shortage of vehicles in the city and wheelchair users cannot adequately access transport. An Equality Impact Assessment ought to be conducted before further reducing access to accessible transport. The number of vehicles should be increased, and measures should be taken by the council to encourage drivers to sign up as PHVs to allow wheelchair users to more easily pre-book transport.                                        |
| Not sure | Will leave this to a more technically minded people to answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Yes      | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Yes      | <p>Yes</p> <p>The existing exemption for Hackney Carriage licence plates 1–121 should continue, as these plates have historic status and drivers operating under this arrangement should be allowed to continue operating as usual.</p> <p>Any surrendered or revoked vehicle licence associated with these plates should not be reassigned to any new vehicle. The local taxi trade is already suffering significant pressure due to the huge growth of app-based private hire operators, including multinational companies with financial resources that the traditional local taxi trade cannot realistically compete with.</p> <p>Wheelchair users should have reliable access to suitable transport.</p> |

## Appendix B – Consultation responses

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | <p>In practice, many wheelchair accessible vehicle journeys are pre-booked and requested at the passenger's location rather than through taxi ranks. Therefore, increasing WAV availability within private hire fleets could significantly improve accessibility without unnecessarily reducing the existing Hackney Carriage fleet.</p> <p>A balanced approach should protect historic taxi rights, maintain a sustainable local taxi trade, and ensure that accessibility needs are properly addressed across the wider licensed transport sector.</p> |
| Yes | They have grandfather rights which should be honoured also not everyone can get in a multi seater wheelchair vehicle                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Yes | Its ok                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Yes | The town need non WAV vehicles as well, Many old or fragile customers, who are not disabled themselves, can't use WAV cars, they are too high for them, secondly wav cars consume too much fuel so there should be a balance between WAV and small nonWAV vehicles.                                                                                                                                                                                                                                                                                      |

### 6. Do you agree that proprietors wishing to licence an imported Ultra-Low Emission Vehicle (ULEV) should be required to provide official evidence of the vehicle's CO<sub>2</sub> emissions?

No – 5

Yes – 4

| Response | Additional comments                                                              |
|----------|----------------------------------------------------------------------------------|
| No       | This is just extra burden on drivers.                                            |
| No       | Because it will already be on the log book                                       |
| No       | No need<br>Co2 emission numbers are available on mot check on gov.uk             |
| No       | Assume the information is on the log book                                        |
| No       | ULEV are already known by the papers of the vehicle, a driver can't provide more |
| Yes      | All requirements has to be standardized                                          |
| Yes      | Prevent loopholes                                                                |
| Yes      | Trust but verify approach is best practice                                       |
| Yes      | This seems like a sensible proposal                                              |

**7. Do you agree that imported ULEVs should not be licensed where the Council cannot verify the vehicle's CO<sub>2</sub> emissions, or where satisfactory evidence is not provided to demonstrate emissions of 75 g/km CO<sub>2</sub> or below?**

No – 6

Yes – 2

Not sure – 1

| Response | Additional comments                                                                                                                      |
|----------|------------------------------------------------------------------------------------------------------------------------------------------|
| No       | Procedure shouldn't be that difficult                                                                                                    |
| No       | No                                                                                                                                       |
| No       | Just give it an emissions test                                                                                                           |
| No       | They can check on gov uk                                                                                                                 |
| No       | Makes sense                                                                                                                              |
| No       | If council cant verify the ULEV how can a driver can prove it? Car companies are providing these and it should be enough for the council |
| Not sure | Agree with the premise but if an imported vehicle is, for example, clearly an EV, the it should be fine                                  |
| Yes      | Consistent rules with non-imported vehicles. Close potential loophole                                                                    |
| Yes      | Evidence should be obtained of this requirement before licensing                                                                         |

**8. Do you agree that applicants who have lived outside the UK for three months or more within the five years prior to an application or renewal should be required to provide a certificate of good conduct covering that period?**

No –4

Yes – 4

Not sure – 1

| Response | Additional comments                                                  |
|----------|----------------------------------------------------------------------|
| No       | Anything outside of the UK it's can not subject of Cambridge Council |
| No       | This should only apply to new applications.                          |
| No       | You do Dbs checks already                                            |
| No       | why is that? How can a driver can get this?                          |
| Not sure | Only if such a document is provided by a meaningful authority.       |
| Yes      | Because they could have committed an offence abroad                  |

## Appendix B – Consultation responses

|     |                                                                                                                                                                                     |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes | We owe this to our people to keep them safe                                                                                                                                         |
| Yes | I agree but for some countries this might be impossible to obtain so it would be unfair on the driver                                                                               |
| Yes | Yes, all drivers should provide evidence of good conduct, wherever their previous place of residence, in order to reassure customers of their safety when taking a HCV in Cambridge |

**9. Do you agree that where a certificate of good conduct cannot be obtained, applicants should be required to provide a sworn declaration, a character reference, and evidence that reasonable attempts were made to obtain the certificate?**

No – 5

Yes – 2

Not sure – 2

| Response | Additional comments                                                                                                                                                                                                                                                                                                             |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No       | N/A                                                                                                                                                                                                                                                                                                                             |
| No       | Must Not for existing drivers.                                                                                                                                                                                                                                                                                                  |
| No       | They shouldn't get a license if they can't provide it                                                                                                                                                                                                                                                                           |
| No       | Such document is unlikely to be meaningful                                                                                                                                                                                                                                                                                      |
| No       | A driver who working for 5, 10 or more years as a taxi taxi drivers has already proved his good conduct through DBS checks and regular control by the council. Just for going 3 months abroad doesnt change this reality. It would be humiliating to ask the driver to prove that he/she is a good person after every long trip |
| Not sure | Dont need in my opinion                                                                                                                                                                                                                                                                                                         |
| Not sure | I am unsure whether a license should be granted if such a certificate cannot be obtained                                                                                                                                                                                                                                        |
| Yes      | We owe it to our community to set the bar high while being understanding not all jurisdictions will be able to provide such a certificate                                                                                                                                                                                       |
| Yes      | Makes sense                                                                                                                                                                                                                                                                                                                     |

## Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool please contact the Community Equity Team at [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk).

Also, once you have drafted the EqIA please send this to [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk) for checking.

|                                                                                              |
|----------------------------------------------------------------------------------------------|
| <b>1. Title of strategy, policy, plan, project, contract or major change to your service</b> |
| Click here to enter text.Changes to Hackney Carriage and Private Hire Licensing Policy       |

|                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)</b> |
| <a href="#">Taxi licensing policy and handbook - Cambridge City Council</a>                                                            |

**3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?**

The Council's Hackney Carriage and Private Hire Licensing Policy is kept under continual review to ensure that it remains current, effective, and consistent with relevant legislation, statutory guidance, and recognised best practice.

Through the administration and determination of licensing applications, officers may identify areas where the policy would benefit from clarification, revision, or further development.

Such changes may be prompted by updates to legislation or statutory guidance, emerging issues within the licensed trade, operational experience gained through the application of the policy, or circumstances that are not currently addressed within the existing framework.

It is recommended that the Committee approve the following:

**1. Policy changes:**

- 1.1. Increasing the maximum duration of newly granted driver licence from 12 months to 36 months.
  - 1.2. Requiring drivers to complete safeguarding training as part of each licence renewal application.
  - 1.3. Requiring safeguarding training certificates to be dated within three months of application for new driver applications and within three months of licence start date for renewals.
  - 1.4. Requiring non-driver vehicle proprietors and operators to complete safeguarding training every three years as part of their non-driver proprietor registration.
  - 1.5. Retaining the existing exemption for Hackney Carriage licence plates 1 to 121 and allowing those plates to be assigned to non-wheelchair accessible vehicles, including where a plate has been surrendered or revoked. (these vehicles will be required to meet the councils current zero and ultra-low emissions requirements)
  - 1.6. Requiring proprietors seeking to licence an imported ULEV to provide official evidence of the vehicle's CO<sub>2</sub> emissions.
  - 1.7. Refusing to licence an imported ULEV where the Council cannot verify its CO<sub>2</sub> emissions or where satisfactory evidence demonstrating emissions of 75g/km CO<sub>2</sub> or below has not been provided.
  - 1.8. Requiring applicants and licence holders who have lived or resided outside the UK for three months or more within the five years preceding an application or renewal to provide an appropriate certificate of good conduct.
  - 1.9. Accepting alternative evidence where an applicant or licence holder is unable to obtain a certificate of good conduct, subject to satisfactory evidence that reasonable attempts have been made to obtain the certificate.
- Changes are highlighted within policy as per tracked changes in Appendix A.

**2. Implementation date for changes:**

- 2.1. With immediate effect.

**3. Non- substantive amendments to policy.**

3.1 Delegated authority for officers to make minor, non-substance amendments to policy, where required to maintain the accuracy and clarity of the document. This is general housekeeping changes such as corrections/updates to legislation, terminology, formatting and administrative details.

**4. Responsible Team and Group**

Commercial and Licensing Team, Communities

**5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service?**

**(Please tick all that apply)**

- ☒ Residents
- ☒ Visitors
- ☒ Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):

[Click here to enter text.](#)

**6. What type of strategy, policy, plan, project, contract or major change to your service is this?**

- ☐ New
- ☐ Major change
- ☒ Minor change

**7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)**

- ☐ Yes
- ☒ No

If 'Yes' please provide details below:

**N/A**

**8. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?**

A public consultation took place from 6<sup>th</sup> July 2026 to 2<sup>nd</sup> August 2026 on the Cambridge Consultation website platform..

Members of the trade were also e-mailed, to make them aware of the consultation.

9 people responded to the consultation.

We do not hold demographics of our licenced drivers.

**9. Potential impacts**

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

**(a) Age - Please also consider any safeguarding issues for children and adults at risk**

We consider proposed changes will be create a positive impact for safeguarding children and vulnerable passengers.

Currently driver training includes the following:

- Identify types of abuse, possible victims of abuse and exploitation. E.g Child Sexual and Criminal Exploitation, Human Trafficking, Modern Slavery, and Domestic Abuse
- Understand indicators of risk.
- Understand the definition of disability and the different types.
- Understand legislation and regulations regarding disability, including wheelchairs and assistance dogs.
- Understand best practice and responsibilities in relation to both safeguarding and disability.
- Understand how, as a licensed driver, you may assist in reporting concerns.
- Have confidence to identify and report safeguarding issues.
- Know how and where to report concerns.

Safeguarding training for Non driver Proprietors and operators includes the following:

- Understand what is meant by the term 'Safeguarding'
- Identify adults at risk and other vulnerable individuals
- Understand Child Sexual and Criminal Exploitation, Human Trafficking, Modern Slavery, and Domestic Abuse
- Recognise the types of abuse and their associated signs and indicators
- Identify suspicious behaviours or activities
- Know how and whom to report concerns to
- Understand your responsibilities as a licensed driver and follow best practice protocols

### **(b) Disability**

The proposed change: allowing Hackney Carriage licence plates 1 to 121, to remain assigned to non-wheelchair accessible vehicles, including where a plate has been surrendered or revoked.

This proposal does not reduce the number of current Wheelchair accessible vehicles on the Hackney carriage fleet. It does however mean that the previous provision for surrendered and revoked vehicles to be reassigned as wheelchair accessible vehicles will no longer occur.

The council receives a number of complaints regarding wheelchair users unable to prebook a vehicles.

We do not envisage this change to have a negative impact to the current known issue as there are currently 9 vacant WAV HCV available to be licenced.

The council will continue to monitor this situation and if identified there is a demand for WAV, this process will be reviewed.

Furthermore, this approach supports the Council's current mixed fleet composition. Members of the public have diverse needs for example, some older passengers may find it difficult to access larger wheelchair-accessible vehicles. Maintaining a range of vehicle types ensures that different accessibility requirements can be accommodated effectively.

### **(c) Gender reassignment**

We do not believe that the policy will impact negatively on this target group. The policy has been open to a public consultation and no responses have been received in regards to the policy impacting on Gender reassignment.

### **(d) Marriage and civil partnership**

We do not believe that the policy will impact negatively on this target group. The policy has been open to a public consultation and no responses have been received in regards to the policy impacting on marriage or civil partnership.

**(e) Pregnancy and maternity**

We do not believe that the policy will impact negatively on this target group. The policy has been open to a public consultation and no responses have been received in regards to the policy impacting on pregnancy or maternity.

**(f) Race – Note that the protected characteristic ‘race’ refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.**

The proposals concerning certificates of good conduct is not a new requirement, and has been adjusted to positively reduce the impact on some applications from ethnic minority backgrounds where they have lived or resided outside the UK during the 5 years preceding their application or renewal.

The requirement for alternative evidence where certificate can not be obtained supports those who are unable to attain a certificate due to countries processes.

**(g) Religion or belief**

We do not believe that the policy will impact negatively on this target group. The policy has been open to a public consultation and no responses have been received in regards to the policy impacting on religion.

**(h) Sex**

We do not believe that the policy will impact negatively on this target group. The policy has been open to a public consultation and no responses have been received in regards to the policy impacting on gender.

Regular safeguarding training amongst all those within the trade will support the councils wider objectives, including supporting the Councils Purple Flag accreditation and White Ribbon accreditation.

**(i) Sexual orientation**

We do not believe that the policy will impact negatively on this target group. The policy has been open to a public consultation and no responses have been received in regards to the policy impacting on sexual orientation.

**(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:**

- **Low-income groups or those experiencing the impacts of poverty.**
- **People of any age with care experience – this refers to individuals who spent part of their childhood in the care system due to situations beyond their control, primarily arising from abuse and neglect within their families. The term “Care experience” is a description of a definition in law, it includes anyone that had the state as its corporate parent by virtue of a care order in accordance with the Children Act 1989 and amendments.**
- **Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: [https://media.ed.ac.uk/media/1\\_159kt25q](https://media.ed.ac.uk/media/1_159kt25q)).**

The policy will have no impact on any other factors that may lead to inequality.

**10. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)**

During the administration and determination of licensing applications, officers may identify areas where the policy would benefit from clarification, amendment or further development.

This applies if any new equality impacts are identified throughout the process. These will be raised and discussed with the equality team as and when they arise.

If negative equality impacts are identified these will be addressed by way of procedural amendments or policy amendments where this is deemed necessary.

**11. Do you have any additional comments?**

None.

**12. Sign off**

Name and job title of lead officer for this equality impact assessment: Wangari Njiiri,  
Environmental Health and Licensing Support Team Leader

Names and job titles of other assessment team members and people consulted: Graham  
Lewis, Community Equity Officer.

Date of EqlA sign off: 25 August 2026

Date of next review of the equalities impact assessment: As and when policy changes are  
considered or need is established.

Date to be published on Cambridge City Council website: 27 August 2026

This page is intentionally left blank



## The introduction of a standalone Convictions Policy and revised Enforcement Management System

**To:**

Licensing Committee – 7<sup>th</sup> September 2026

**Report by:**

Yvonne O'Donnell, Strategic Environmental Health and Public Safety Lead

Email: Yvonne.ODonnell@cambridge.gov.uk

**Wards affected:**

All

Director Approval: Director Sam Scharf confirms that the report author has sought the advice of all appropriate colleagues and given due regard to that advice; that the equalities impacts and other implications of the recommended decisions have been assessed and accurately presented in the report; and that they are content for the report to be put to the Licensing Committee for decision.

|           |                                                                                                                                                                                                                                                                                                                                    |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1.</b> | <b>Recommendations</b>                                                                                                                                                                                                                                                                                                             |
| 1.1       | <p>It is recommended that members of the Licensing Committee:</p> <ol style="list-style-type: none"> <li>1. <i>Approve the introduction of the standalone Convictions Policy as detailed in Appendix 1.</i></li> <li>2. <i>Approve the changes made to the Enforcement Management System as detailed in Appendix 2.</i></li> </ol> |
| <b>2.</b> | <b>Purpose and reason for the report</b>                                                                                                                                                                                                                                                                                           |
| 2.1       | <p>A standalone Convictions Policy based on Section 10 of the Department for Transport's Statutory Taxi and Private Hire Vehicle Standards is proposed to be incorporated into Appendix S of the Hackney Carriage and Private Hire Taxi Handbook.</p>                                                                              |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p>The Enforcement Management System contained in Appendix D of the Hackney Carriage and Private Hire Taxi Handbook has been reviewed with input from enforcement officers and the necessary amendments have been proposed to reflect recent policy changes. The three level enforcement structure has also been revised to five levels to provide enforcement officers with greater flexibility and ensure that only the most serious cases are referred to Licensing Sub-Committee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>3.</b> | <b>Alternative options considered</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3.1       | <p>If the introduction of a standalone Convictions Policy and recommended changes to the Enforcement Management System are not made, enforcement officers will continue using the existing EMS contained in Appendix D of the current Hackney Carriage and Private Hire Taxi Handbook without a standalone Convictions Policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>4.</b> | <b>Background and key issues</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4.1       | <p>While Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy state that consideration should be given to an applicant's history of convictions and cautions, it does not provide the same level of detail as described in Section 10 – assessment of previous convictions of the Department for Transport's Statutory Guidance Statutory Taxi and Private Hire Vehicle Standards, which can be viewed in Appendix 3 of this report.</p> <p>The proposed Convictions Policy is based on Section 10 of the Statutory taxi and private hire vehicle standards. These are minimum standards set to better regulate the taxi and private hire vehicle sector. The recommendations contained in the standards are the result of detailed discussion with the trade, regulators and safety campaign groups. The DfT expects these recommendations to be implemented. These standards recommend that the period given for each conviction should be taken as a minimum in considering whether a licence should be granted or renewed. Each case must also be considered on its own merits.</p> <p>The current Enforcement Management System contained in Appendix D of Cambridge City Council's Hackney Carriage and Private Hire Taxi Handbook, in Appendix 4 of this</p> |

|                                         | <p>report, has been reviewed with input from enforcement officers and the necessary amendments have been proposed to reflect recent policy changes, including the introduction of CCTV, daily vehicle checks, and the wider use of reminders or warnings for low level offences.</p> <p>The current three levels of enforcement will be expanded to five levels. The proposed enforcement options range from Level 1, for minor contraventions, to Level 5, where the most serious cases are referred to the Licensing Sub-Committee. The proposed EMS also removes the need for cases going to Licensing Sub-Committee where there is an absolute breach, such as points on a driver's DVLA licence. Under the proposed changes, these cases will be referred to the Strategic Environmental Health and Public Safety Lead or the Commercial and Licensing Team Manager for a decision.</p> |                     |                |                           |                            |              |                            |                                         |                                              |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------|---------------------------|----------------------------|--------------|----------------------------|-----------------------------------------|----------------------------------------------|
| 4.2                                     | These two proposed changes to the Cambridge City Council Hackney Carriage and Private Hire Taxi Handbook needed to be consulted on. All the responses received to the consultation can be viewed in Appendix 5 of this report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                |                           |                            |              |                            |                                         |                                              |
| 4.3                                     | These changes have been anticipated as minor changes providing clarity and greater flexibility in enforcement and are not believed to have a significant impact on the taxi trade or the public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |                |                           |                            |              |                            |                                         |                                              |
| 4.4                                     | <p>The first change relates to the introduction of a standalone Convictions Policy to be inserted into Appendix S of the Hackney Carriage and Private Hire Taxi Handbook. The table below summarises the minimum period that must elapse for each previous conviction, before licences are granted or renewed. Each case must still be considered on its own merits.</p> <table border="1"> <thead> <tr> <th>Previous conviction</th><th>Minimum period</th></tr> </thead> <tbody> <tr> <td>Crimes resulting in death</td><td>They will not be licensed.</td></tr> <tr> <td>Exploitation</td><td>They will not be licensed.</td></tr> <tr> <td>Offences involving violence against the</td><td>A licence will not be granted until at least</td></tr> </tbody> </table>                                                                                                                      | Previous conviction | Minimum period | Crimes resulting in death | They will not be licensed. | Exploitation | They will not be licensed. | Offences involving violence against the | A licence will not be granted until at least |
| Previous conviction                     | Minimum period                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                |                           |                            |              |                            |                                         |                                              |
| Crimes resulting in death               | They will not be licensed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |                |                           |                            |              |                            |                                         |                                              |
| Exploitation                            | They will not be licensed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |                |                           |                            |              |                            |                                         |                                              |
| Offences involving violence against the | A licence will not be granted until at least                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                     |                |                           |                            |              |                            |                                         |                                              |

|  |                        |                                                                                                                                                                                                                                                                                                                                                    |
|--|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | person                 | 10 years have elapsed since the completion of any sentence imposed.                                                                                                                                                                                                                                                                                |
|  | Possession of a weapon | A licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.                                                                                                                                                                                                                                    |
|  | Sexual offences        | A licence will not be granted, including any applicant who is currently on the sex offenders register or on any barred list.                                                                                                                                                                                                                       |
|  | Dishonesty             | A licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.                                                                                                                                                                                                                                    |
|  | Drugs                  | <p>A licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.</p> <p>Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed.</p> |
|  | Discrimination         | A licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.                                                                                                                                                                                                                                    |
|  | Motoring convictions   | Applicants with multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe                                                                                                                                                                                                                             |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                      |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | road user and one that is suitable to drive professionally.                                                                                                          |
|     | Drink driving/driving under the influence of drugs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | A licence will not be granted until at least 7 years have elapsed since the completion of any sentence or driving ban imposed.                                       |
|     | Using a hand-held device whilst driving                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | A licence will not be granted until at least 5 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later. |
| 4.5 | The consultation asked whether you agree with the introduction of a standalone Convictions Policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                      |
| 4.6 | There were 9 responses received from the consultation. There was no consensus from the responses received around the introduction of the Conviction Policy, but a majority of 5 agreed, 3 disagreed and 1 was unsure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                      |
| 4.7 | The consultation also asked whether you agree with the proposed Conviction Policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                      |
| 4.8 | <p>There were 9 responses received from the consultation. 2 responses agreed with the proposed Convictions Policy, 5 disagreed, 2 were not sure. Of those that disagreed or were not sure, 2 stated the policy is too harsh and 2 thought it is too lenient, whilst other comments include;</p> <ul style="list-style-type: none"> <li>• DBS is sufficient</li> <li>• Only serious and violent crime should be considered here, including sexual offences. In other cases where a sentence has expired the individual should be given the opportunity to make a living should he or she want to be a taxi driver.</li> <li>• the convictions should be handled on individual basis, especially motoring offences, dishonesty convictions, discrimination etc. A carpet application of these articles could cause injustices and the loss of jobs of some drivers</li> </ul> |                                                                                                                                                                      |

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.9  | The proposed Convictions Policy is based on Section 10 of the DfT Statutory Taxi and Private Hire Vehicle Standards which set recommended standards for regulating the taxi and private hire sector. The periods specified for previous convictions should be treated as minimum thresholds when determining applications, with each case considered on its individual merits.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4.10 | The second change relates to the Enforcement Management System review, which is expanded from three to five levels. The revised approach ranges from Level 1 for minor contraventions to Level 5 for serious cases. Under the revised system, cases involving absolute breaches will no longer be referred to Licensing Sub-Committee. Instead, they will be determined by the Strategic Environmental Health and Public Safety Lead or the Commercial and Licensing Team Manager.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4.11 | The consultation asked whether you agree with the proposed Enforcement Management System.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4.12 | <p>There were 9 responses received from the consultation. 2 responses agreed with the proposed Enforcement Management System, 7 disagreed. Of those that disagreed, 4 stated the policy was too harsh or severe, whilst 2 thought it is too lenient and not harsh enough. The other comment include;</p> <ul style="list-style-type: none"> <li>• Minor traffic-related offences should not automatically be considered as grounds for licensing action, drivers should not be subject to additional punishment through the licensing process where the matter has already been dealt with under existing road traffic regulations.</li> </ul> <p>The Licensing process is separate from general road traffic enforcement. Cambridge City Council must be satisfied that the applicant is a fit and proper person to hold a licence. Cambridge City Council may take into consideration relevant driving convictions, endorsements and other conduct that may have a bearing on their suitability.</p> |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.</b> | <b>Consultation, engagement and communication</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5.1       | A public consultation took place from 6 <sup>th</sup> July 2026 to 4 <sup>th</sup> August 2026 on the Cambridge City Council website. 9 people have responded to the consultation.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>6.</b> | <b>Anticipated outcomes, benefits or impact</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.1       | <p>The proposed Convictions Policy is based on the Department for Transport's <i>Statutory Taxi and Private Hire Vehicle Standards</i> and will be incorporated into Appendix S of the Hackney Carriage and Private Hire Taxi Handbook, which provides additional clarity to Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy</p> <p>The revised five level structure of the Enforcement Management System provides enforcement officers with greater flexibility, ensuring that only the most serious cases are referred to the Sub-Committee. It also ensures the EMS reflects recent policy changes.</p> |
| <b>7.</b> | <b>Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7.1       | <b>Relevant risks</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|           | <b>Financial Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7.2       | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|           | <b>Legal Implications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7.3       | The Department for Transport's Statutory Taxi and Private Hire Vehicle Standards are statutory guidance issued to assist licensing authorities in carrying out their licensing functions. Licensing authorities must have regard to the Standards when setting policies and making licensing decisions. The Standards do not constitute a definitive statement of the law, and responsibility for individual licensing decisions remains with the licensing authority.                                                                                                                                                                 |

|           |                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <b>Equalities and socio-economic Implications</b>                                                                                                                                                                                                                                                                                                                       |
| 7.4       | Attached as Appendix 6 is an EqlA for the proposed introduction of the Convictions Policy and the changes to the Enforcement Management System. No risks to equality groups have been identified.                                                                                                                                                                       |
|           | <b>Net Zero Carbon, Climate Change and Environmental implications</b>                                                                                                                                                                                                                                                                                                   |
| 7.5       | None                                                                                                                                                                                                                                                                                                                                                                    |
|           | <b>Procurement Implications</b>                                                                                                                                                                                                                                                                                                                                         |
| 7.6       | None                                                                                                                                                                                                                                                                                                                                                                    |
|           | <b>Community Safety Implications</b>                                                                                                                                                                                                                                                                                                                                    |
| 7.7       | None of the changes are anticipated to have any negative impact on community safety.                                                                                                                                                                                                                                                                                    |
| <b>8.</b> | <b>Background documents</b><br>Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985                                                                                                                                                                                                                                    |
| 8.1       | <ul style="list-style-type: none"> <li>• Department for Transport's Statutory Taxi and Private Hire Vehicle Standards</li> <li>• Cambridge City Council's Hackney Carriage and Private Hire Taxi Handbook</li> </ul>                                                                                                                                                    |
| <b>9.</b> | <b>Appendices</b>                                                                                                                                                                                                                                                                                                                                                       |
| 9.1       | Appendix 1 – Cambridge City Council proposed Convictions Policy<br>Appendix 2 – Cambridge City Council proposed Enforcement Management System<br>Appendix 3 – Department for Transport's Statutory Taxi and Private Hire Vehicle Standards Section 10 Annex<br>Appendix 4 – Hackney Carriage and Private Hire Taxi Handbook Appendix D<br>Enforcement Management System |

|  |                                                                                                                                                                                                                |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Appendix 5 – Results of public consultation<br>Appendix 6 - EqlA proposed Convictions Policy and EMS                                                                                                           |
|  | To inspect the background papers or if you have a query on the report please contact<br>Sam Tai, Commercial and Licensing Team Manager, <a href="mailto:sam.tai@cambridge.gov.uk">sam.tai@cambridge.gov.uk</a> |

This page is intentionally left blank

# Convictions Policy

Legislation specifically identifies offences involving dishonesty, indecency or violence as a concern when assessing whether an individual is 'fit and proper' to hold a taxi or private hire vehicle licence. Cambridge City Council will consider each case on its own merits. Where Cambridge City Council is made aware of a conviction, the period stated under each conviction is taken to be a minimum in considering whether a licence should be granted or renewed in most cases.

## 1. Crimes resulting in death

Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they will not be licensed.

## 2. Exploitation

Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse, but this is not an exhaustive list.

## 3. Offences involving violence against the person

Where an applicant has a conviction for an offence of violence against the person, or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

## 4. Possession of a weapon

Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

## 5. Sexual offences

Where an applicant has a conviction for any offence involving or connected with illegal sexual activity, a licence will not be granted.

In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the sex offenders register or on any barred list.

## **6. Dishonesty**

Where an applicant has a conviction for any offence where dishonesty is an element of the offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

## **7. Drugs**

Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.

## **8. Discrimination**

Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

## **9. Motoring convictions**

Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the granting of a licence. However, applicants with multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally.

Any motoring conviction while a licensed driver demonstrates that the licensee may not take their professional responsibilities seriously. However, it is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence may not necessitate the revocation of a taxi or private hire vehicle driver licence providing the authority considers that the licensee remains a fit and proper person to retain a licence.

## **10. Drink driving/driving under the influence of drugs**

Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence or driving ban imposed. In the case of driving under the influence of drugs, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

## **11. Using a hand-held device whilst driving**

Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held device whilst driving, a licence will not be granted until at least 5 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later.

This page is intentionally left blank

### **Level 1 Enforcement**

1. Licence holder had not carried out daily vehicle checks, or records of daily vehicle checks not available on request.
2. Licenced vehicle has failed the COC twice in the last 18 months.
3. A complaint received about a licence holder will be investigated and the licence holder will be invited to provide comments in writing. The investigating officer will determine, on the balance of probabilities, whether the complaint is justified and/or whether there has been a breach of the Code of Conduct.

### **Action**

The individual will be sent a Level 1 reminder email of expected standards by an officer of the Licensing and Enforcement team.

## **Level 2 Enforcement**

1. Two reminder emails have been issued under Level 1 Enforcement within a 12 month period.
2. A breach of a Licence Condition by a licence holder.
3. A road traffic offence by a licence holder witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or Police (e.g. driving whilst using a mobile phone).
4. Two complaints of a similar nature in a 12 month period (when a complaint concerning a licence holder is received the complaint will be investigated and the licence holder will be invited to provide comments in writing. The officer will decide whether they consider, on the balance of probabilities, that the complaint is justified) and/ or breaches of the Code of Conduct within a 12 month period.
5. Any road traffic offence or combination of offences that resulted in the accrual of penalty points except where the number of points accrued means that the licence holder falls within Level 4 Enforcement.
6. The licence holder fails to return a Temporary Medical Exemption Notice to the Licensing and Enforcement Team within 7 days of the expiry date.
7. Where the licence holder fails to update the licensing authority on relevant information as set down in the Hackney Carriage & Private Hire Licensing Handbook or where the licence holder fails to comply with any of the requirements set down in the Handbook.
8. Any other relevant minor contravention on non-compliance identified that does not fall into one of the above categories.
9. A combination of the above in addition to one complaint received.

## **Action**

The individual will be invited to provide a formal response in writing and appropriate action will be taken, which may include the issue of a Level 2 written warning to the driver reminding them of expected standards.

### **Level 3 Enforcement**

1. The licence holder has received a simple caution for an offence under
  - Town Police Clauses Act 1847
  - Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - Part IV of the Transport Act 1980
  - Part I of the Health Act 2006
  - Chapter 1 of Part 12 of the Equality Act 2010
2. A substantiated complaint has been received regarding the conduct of the licence holder (other than an offence) or the condition of a vehicle.
3. The licence holder has committed an offence under
  - Town Police Clauses Act 1847
  - Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - Part IV of the Transport Act 1980
  - Part I of the Health Act 2006
  - Chapter 1 of Part 12 of the Equality Act 2010

Where legal proceedings are not instigated.

4. The licence holder breaches two licence conditions or two road traffic offences by the licence holder are witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or the Police (e.g. driving whilst using a mobile telephone), or one of each occurs within a 12 month period.
5. The licence holder has committed an action covered in Level 2 where they have been written to by an officer of the Commercial & Licensing Team in the previous 12 month period and reminded of the expected standards.
6. The licence holder has committed any offence relating to the Policing and Crime Act 2014.
7. Complaint received about a licence holder's behaviour towards a Cambridge City Council employee.
8. The licence holder does not hold an up-to-date medical certificate.
9. The licence holder does not hold an up-to-date DBS certificate.
10. The licenced vehicle does not have CCTV installed or working.

### **Action**

The individual may be interviewed by an officer of the Licensing and Enforcement team and the appropriate action will be taken, which may include the issue of a Level 3 written warning or proceeding to Level 4 or Level 5 enforcement action.

#### **Level 4 Enforcement**

1. The licence applicant has held their DVLA driver's licence for less than 2 years after its return as a result of suspension for any reason.
2. The licence holder or licence applicant has been convicted within the past 3 years of any single offence which has resulted in 6 or more points being attached to their DVLA driver's licence.
3. The licence holder or licence applicant has been convicted within 1 year of any combination of offences which has resulted in more than 6 points being attached to their DVLA driver's licence.
4. If at the time of application (for grant, renewal or during the life of an existing licence) the licence holder or licence applicant has more than 9 points attached to their DVLA driver's licence.
5. If the licence holder or licence applicant fails to complete the initial or refresher safeguarding training as required by the Council.
6. If the licence holder or licence applicant presents medical information (or makes a declaration) for consideration but does not declare them unfit to drive.
7. Historical convictions on DBS certificates will be part of a retrospective review following the adoption of the Department for Transport's 'Statutory Taxi and Private Hire Standards'.

#### **Action**

The individual will be interviewed by an officer of the Licensing and Enforcement team and referred to the Strategic Environmental Health and Public Safety Lead or the Commercial and Licensing Team Manager, to consider whether the licence holder or licence applicant is a fit and proper person to hold a licence; action that may be taken includes issue a Level 4 written warning, refusal to grant a licence or the revocation, suspension or refusal to renew an existing licence.

## **Level 5 Enforcement**

1. The applicant or licence holder falls within the Convictions Policy (Appendix S of the Handbook) but submits exceptional circumstances in support of their case.
2. The licence holder has committed an action covered in Levels 3 or 4 where they have been interviewed by an officer of the Commercial & Licensing Team in the previous 12 month period and a Level 3 or 4 written warning has been given.
3. The licence holder or licence applicant has been convicted within the last 5 years of more than one offence of drunkenness or related.
4. If the licence holder or licence applicant has one or more convictions relating to  
Town Police Clauses Act 1847  
Part II of the Local Government (Miscellaneous Provisions) Act 1976  
Part IV of the Transport Act 1980  
Part I of the Health Act 2006  
Chapter 1 of Part 12 of the Equality Act 2010  
Which is not spent under the Rehabilitation of Offenders Act 1974.
5. If the licence holder or licence applicant have committed any offences arising from Asylum & Immigration matters.
6. Upon the application for or the duration of a licence, if there is intelligence, supplementary information or any other reasonable cause where officers have concerns about the grant or the continuation of a licence.
7. An applicant who has been suspended/refused/revoked by Cambridge City Council or another Local Authority may not be considered “fit and proper” for a period of at least 10 years from the date of the suspension/refusal/revocation. This period may be extended depending on the circumstances.

## **Action**

The individual will be interviewed by an officer of the Licensing and Enforcement team and will be referred to the Licensing Sub Committee to consider whether the licence holder or licence applicant is a fit and proper person to hold a licence; action that may be taken includes final written warning, refusal to grant a licence or the revocation, suspension or refusal to renew an existing licence.

This page is intentionally left blank

## **DfT Statutory guidance**

### **Statutory taxi and private hire vehicle standards**

#### **10. Annex – assessment of previous convictions**

Legislation specifically identifies offences involving dishonesty, indecency or violence as a concern when assessing whether an individual is ‘fit and proper’ to hold a taxi or private hire vehicle licence. The following recommendations to licensing authorities on previous convictions reflect this.

Authorities must consider each case on its own merits, and applicants/licensees are entitled to a fair and impartial consideration of their application. Where a licensing authority is made aware of a conviction, the period is given below, it should be taken to be a minimum in considering whether a licence should be granted or renewed in most cases. The department’s view is that this places passenger safety as the priority while enabling past offenders to sufficiently evidence that they have been successfully rehabilitated so that they might obtain or retain a licence.

##### **10.1 Crimes resulting in death**

Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they will not be licensed.

##### **10.2 Exploitation**

Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse, but this is not an exhaustive list.

##### **10.3 Offences involving violence against the person**

Where an applicant has a conviction for an offence of violence against the person, or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

##### **10.4 Possession of a weapon**

Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

### **10.5 Sexual offences**

Where an applicant has a conviction for any offence involving or connected with illegal sexual activity, a licence will not be granted.

In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the sex offenders register or on any barred list.

### **10.6 Dishonesty**

Where an applicant has a conviction for any offence where dishonesty is an element of the offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

### **10.7 Drugs**

Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.

### **10.8 Discrimination**

Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

### **10.9 Motoring convictions**

Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the granting of a licence. However, applicants with multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally.

Any motoring conviction while a licensed driver demonstrates that the licensee may not take their professional responsibilities seriously. However, it is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence may not necessitate the revocation of a taxi or private hire vehicle driver licence

providing the authority considers that the licensee remains a fit and proper person to retain a licence.

#### **10.10 Drink driving/driving under the influence of drugs**

Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence or driving ban imposed. In the case of driving under the influence of drugs, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

#### **10.11 Using a hand-held device whilst driving**

Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held device whilst driving, a licence will not be granted until at least 5 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later.

This page is intentionally left blank

## Appendix D

### Hackney Carriage and Private Hire Enforcement Management System

It is the policy of Cambridge City Council to ensure that proprietors, drivers and operators are licensed and carry out their trade in accordance with both the relevant law and the conditions attached to the licences. This will ensure a safe and secure Hackney Carriage and Private Hire Service.

In relation to private hire operators' licences and both hackney carriage and private hire drivers' licences the Council cannot grant or renew a licence unless they are satisfied that the applicant is a fit and proper person to hold the licence.

The enforcement management system is intended to fairly and firmly enforce the law in a consistent and transparent way.

The City Council has a duty to enforce a wide range of statutes relating to:

- ☐ public health and safety,
- ☐ quality of life,
- ☐ preservation of public and residential amenity
- ☐ maintenance of the environment and
- ☐ protection of public funds.

All of these activities will be carried out having regard to the general principles of good enforcement practice outlined in our Corporate Enforcement Policy.

The Council's graduated approach to enforcement is based on the principles of:

- ☐ Courtesy and Helpfulness
- ☐ Clear Standards and Practices
- ☐ Consistency
- ☐ Openness
- ☐ Proportionality; and
- ☐ Training of drivers, proprietors and operators

Achieving and maintaining a consistent approach to making decisions about taxi licensing and enforcement action, including prosecution, is of paramount importance. To achieve and maintain consistency, the guidelines must be considered and followed. Enforcement action will be related to the seriousness of the breach and the

possible consequences arising out of it. Enforcement action will not, therefore, constitute a punitive response to minor technical contraventions of legislation.

When making enforcement decisions, Authorised officers will take this enforcement management system into account. Any departure from this must be fully considered, exceptional, capable of justification, and must be endorsed by the Commercial & Licensing Manager or more senior officer before the decision is implemented.

## 1. Enforcement Options

Licence application and enforcement decisions must always be consistent, balanced, proportionate and relate to common standards which ensure that the public is adequately protected. In reaching any decision many criteria must be considered including the:

- ☐ seriousness of any offences
- ☐ driver, proprietor or operator's past history
- ☐ consequence of non-compliance
- ☐ likely effectiveness of the various enforcement options
- ☐ public safety

Having considered all relevant information and evidence, the choices for action are applicable to:

### a) Licence Applications:

- ☐ Grant licences subject to the Council's Hackney Carriage and Private Hire Licensing Policy requirements and such conditions as the Council deems necessary and proportionate; or
- ☐ Refuse to grant or renew a licence.

### b) During the life of a Licence:

## Enforcement action:

### No action

In instances where a complaint has been received from an anonymous source or insufficient information is given.

### Informal action

Includes offering advice, verbal or informal written warnings, interviews, and the use of letters to secure compliance with legislation/policy.

Such informal enforcement action may be appropriate in any of the following circumstances: -

- ☐ The act or omission is not serious enough to warrant more formal action
- ☐ It can be reasonably expected that informal action will achieve compliance, perhaps by taking into account the individual driver, proprietor or operator's past history
- ☐ Confidence in the operator's management is high
- ☐ The consequences of non-compliance will not pose a significant risk to the safety of the public

### **Suspension or revocation of a driver's licence**

In instances where the Council is satisfied that a driver poses a significant immediate risk to public safety then the Environmental Health Manager has the delegated authority to issue an immediate suspension or revocation to the driver in question by the powers provided by Section 61(2B) of the Local Government (Miscellaneous Provisions) Act 1976.

### **Suspension or revocation of a vehicle licence**

The Council may issue a suspension or revocation of a vehicle licence under Section 60 of the Local Government (Miscellaneous Provisions) Act 1976 for any of the following grounds:

- ☐ That the hackney carriage or private hire vehicle is unfit for use
- ☐ Any offence under, or non-compliance with, the provisions of the 1847 or 1976 Acts
- ☐ Any other reasonable cause.

Any decision to suspend or revoke a vehicle licence will be accompanied by notification in the form of a letter to the licence holder.

The licence holder can appeal a decision to suspend or revoke a vehicle licence by applying to the Magistrates' Court within 21 days of the decision be made.

### **Immediate vehicle suspension notice**

Under Section 68 of the Local Government (Miscellaneous Provisions) Act 1976 an authorised officer can issue a suspension notice to any hackney carriage or private hire vehicle deemed to be 'unfit'.

If the authorised officer is not satisfied as to the fitness of the vehicle or the accuracy of the taximeter, the officer may give notice in writing to require the proprietor of the vehicle to make the vehicle available for further inspection and testing at such reasonable time and place as specified in the notice, and suspend the licence until such time as the officer is satisfied that the vehicle or meter is again fit for purpose. This may involve the affixing of a non-removable 'Licence Suspended' sticker to the licence plate of the vehicle.

The suspension notice will remain in place until such time as the Officer issuing the notice is satisfied that the grounds for suspension have been satisfactorily resolved. Written confirmation of the lifting of the suspension notice will be given. The responsibility for a replacement licence plate will fall to the licence holder.

If the Authorised Officer or constable who issued the suspension notice is not satisfied as to the fitness of the vehicle or its taximeter before the expiration of a period of two months, the licence will, by virtue of the provisions of section 68, be deemed to have been revoked.

Where a licence is deemed to be revoked, the Council will write to the proprietor of the vehicle giving notice of the grounds on which the licence has been revoked within 14 days of the deemed revocation.

The proprietor may appeal to the Magistrates' Court.

### **Simple cautions**

A simple caution may be used as an alternative to a prosecution in certain circumstances.

The purposes of the simple caution are to:

- ☐ Deal quickly and simply with less serious offences
- ☐ Divert less serious offences away from the Courts
- ☐ Reduce the chances of repeat offences

To safeguard the suspected offender's interests, the following conditions must be fulfilled before a caution is administered:

- ☐ There must be evidence of the suspected offender's guilt sufficient to give a realistic prospect of conviction
- ☐ The suspected offender must admit the offence
- ☐ The suspected offender must understand the significance of a simple caution and give informed consent to being cautioned

If there is insufficient evidence to consider taking a prosecution, then by implication, the criteria are not satisfied to enable the offer of a simple caution. A simple caution should also not be used where the suspected offender does not make a clear and reliable admission of the offence. (It should be noted that there is no legal obligation for any person to accept the offer of a simple caution and no pressure should be applied to the person to accept a caution).

Where a person declines the offer of a simple caution, it will be necessary to consider taking a prosecution.

### **Prosecution**

The decision to prosecute is a significant one as a conviction may impact on the licence holder's future employability. Prosecution will, in general, be appropriate for circumstances where the law is blatantly disregarded, legitimate requirements of the Council are not followed and / or the public is put at serious risk. Such circumstances are in a minority. The criteria on which a decision to prosecute is made should ensure a consistent approach.

When circumstances have been identified which may warrant a prosecution, all relevant evidence and information must be considered, to enable a consistent, fair and objective decision to be made.

### **Referral to the Licensing Sub-Committee**

A licence holder may be asked to appear before the licensing sub-committee to answer allegations of breaches of relevant legislation, byelaws or conditions attached to licences or a contravention of the Council's Hackney Carriage and Private Hire Licensing Policy. Prior to this, the licence holder may be provided with warnings, depending on the seriousness of the complaint or contravention. Section 2 provides a guide to the action that the Commercial & Licensing team is likely to take in response to these matters.

The Licensing Sub-Committee will consider whether, in all the circumstances of the case, including the underlying facts of the incidents, including the incidents on previous occasions, the licence holder is a fit and proper person to hold a licence. The Licensing sub-committee will consider whether there is reasonable cause to suspend or revoke a licence.

When considering an application or the standing of a licence holder the Committee may decide to take one or more of the following actions

- ☐ no action
- ☐ a formal written warning
- ☐ require the production of driving licences or other specified documentation at the Council's Office
- ☐ suspend a licence
- ☐ revoke a licence
- ☐ recommend consideration of prosecution action
- ☐ other appropriate action as deemed necessary

The Taxi Regulatory Committee Hearings Procedure can be found in Section 3.

Following the completion of an investigation into a complaint or any enforcement activity, the licence holder will be informed of the action intended to be taken.

Any written documentation issued or sent will: -

- ☐ contain all the information necessary to understand the offence and what needs to be done to rectify it. Where works are required, the period allowed for them to be completed will be indicated
- ☐ indicate the legislation or conditions contravened and measures which will enable compliance with the legal requirements and point out, where appropriate, that other means of achieving the same effect may be chosen
- ☐ clearly indicate any recommendations of good practice under an appropriate heading, to show that they are not a legal requirement

## 2. Enforcement Action

To achieve a stepped approach to enforcement, the Council will generally take the appropriate action when:

- ☐ a licence applicant falls under any of the points in the stated enforcement management table
- ☐ a licence holder breaches a licence condition
- ☐ a licence holder commits an offence
- ☐ a complaint is received about the conduct of a licence holder or condition of a vehicle; and
- ☐ there is a combination of the above

At any stage in the process, Officers may, if they consider it appropriate to do so, refer a licence applicant or holder to the Licensing Sub-Committee or Environmental Health Manager for a decision as to whether the licence holder continues to be a fit and proper person to be granted or to hold a licence.

The information below gives an indication of the likely action that the Council will take. However, each case will be considered individually and, in exceptional circumstances, the Council may deviate from this in order to take the necessary and appropriate enforcement action.

Furthermore, specific consideration will be given to the points relating to license applicants by the Environmental Health Manager, and subsequently the Licensing Sub-Committee, so that they may exercise their discretion to grant or renew a licence or to suspend or revoke an existing licence.

### Level 1 Enforcement

1. A breach of a Licence Condition by a licence holder.
2. A road traffic offence by a licence holder witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or Police (e.g. driving whilst using a mobile phone).
3. Two complaints of a similar nature in a 12 month period (when a complaint concerning a licence holder is received the complaint will be investigated and the licence holder will be invited to provide comments in writing. The officer will decide whether they consider, on the balance of probabilities, that the complaint is justified) and/ or breaches of the Code of Conduct within a 12 month period.

4. Any road traffic offence or combination of offences that resulted in the accrual of penalty points except whether the number of points accrued means that the licence holder falls within Level 3 Enforcement.
5. The licence holder fails to return a Temporary Medical Exemption Notice to the Licensing and Enforcement Team within 7 days of the expiry date.
6. Where the licence holder fails to update the licensing authority on relevant information as set down in the Hackney Carriage & Private Hire Licensing Handbook or where the licence holder fails to comply with any of the requirements set down in the Handbook.
7. Any other relevant minor contravention on non-compliance identified that does not fall into one of the above categories.
8. A combination of the above in addition to one complaint received.

### **Action**

The individual will be invited to provide a formal response in writing and appropriate action will be taken, which may include the issue of a Level 1 informal written warning to the driver reminding them of expected standards.

### **Level 2 Enforcement**

1. The licence holder has received a simple caution for an offence under
  - ☐ Town Police Clauses Act 1847
  - ☐ Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - ☐ Part IV of the Transport Act 1980
  - ☐ Part I of the Health Act 2006
  - ☐ Chapter 1 of Part 12 of the Equality Act 2010
2. A substantiated complaint has been received regarding the conduct of the licence holder (other than an offence) or the condition of a vehicle.
3. The licence holder has committed an offence under
  - ☐ Town Police Clauses Act 1847
  - ☐ Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - ☐ Part IV of the Transport Act 1980
  - ☐ Part I of the Health Act 2006
  - ☐ Chapter 1 of Part 12 of the Equality Act 2010

Where legal proceedings are not instigated.

4. The licence holder breaches two licence conditions or two road traffic offences by the licence holder are witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or the Police (e.g. driving whilst using a mobile telephone), or one of each occurs within a 12 month period.
5. The licence holder has committed an action covered in Level 1 where they have been written to by an officer of the Commercial & Licensing Team in the previous 12 month period and reminded of the expected standards.
6. The licence holder has committed any offence relating to the Policing and Crime Act 2014.

### **Action**

The individual will be interviewed by an officer of the Licensing and Enforcement team and the appropriate action will be taken, which may include the issue of a Level 2 informal written warning.

### **Level 3 Enforcement**

1. The licence holder has committed an action covered in Levels 1 and 2 where they have been interviewed by an officer of the Commercial & Licensing Team in the previous 12 month period and a final written warning has been given.
2. The licence holder or licence applicant has been convicted of any offence of a sexual nature which is not spent under the Rehabilitation of Offenders Act 1974.
3. The licence holder or licence applicant has been convicted of any offence involving possession, supply of drugs or a related offence which is not spent under the Rehabilitation of Offenders Act 1974.
4. The licence holder or licence applicant has been convicted of any offence involving dishonesty which is not spent under the Rehabilitation of Offenders Act 1974.
5. The licence holder or licence applicant has been convicted of any offence involving violence which is not spent under the Rehabilitation of Offenders Act 1974.
6. The licence holder or licence applicant has been convicted within the last 5 years of more than one offence of drunkenness or related.
7. The licence applicant has held their DVLA driver's licence for less than 2 years after its return as a result of suspension for any reason.
8. The licence holder or licence applicant has been convicted of any offence relating to alcohol and motor vehicles which is not spent under the Rehabilitation of Offenders Act 1974.

9. The licence holder or licence applicant has been convicted within the past 3 years of any offence which has resulted in 6 or more points being attached to their DVLA driver's licence.
10. The licence holder or licence applicant has been convicted within 1 year of any combination of offences which has resulted in more than 6 points being attached to their DVLA driver's licence.
11. If at the time of application (for grant, renewal or during the life of an existing licence) the licence holder or licence applicant has more than 9 points attached to their DVLA driver's licence.
12. If the licence holder or licence applicant has one or more convictions relating to
  - ☐ Town Police Clauses Act 1847
  - ☐ Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - ☐ Part IV of the Transport Act 1980
  - ☐ Part I of the Health Act 2006
  - ☐ Chapter 1 of Part 12 of the Equality Act 2010

Which is not spent under the Rehabilitation of Offenders Act 1974.

13. If the licence holder or licence applicant is found to be living or working in the UK without the required authorisation, or if they have committed any offences arising from Asylum & Immigration matters.
14. If the licence holder or licence applicant fails the initial or refresher safeguarding training test paper on three occasions or fails to complete the training as required by the Council.
15. If the licence holder or licence applicant presents a medical assessment (or makes a declaration) for consideration but does not declare them unfit to drive.
16. Upon the application for or the duration of a licence, if there is intelligence, supplementary information or any other reasonable cause where officers have concerns about the grant or the continuation of a licence.
17. Historical convictions on DBS certificates will be part of a retrospective review following the adoption of the Department for Transport's 'Statutory Taxi and Private Hire Standards'.
18. An applicant who has been suspended/refused/revoked by Cambridge City Council or another Local Authority may not be considered "fit and proper" for a period of at least 10 years from the date of the suspension/refusal/revocation. This period may be extended depending on the circumstances.

## **Action**

The individual will be referred to the Licensing Sub Committee or the Environmental Health Manager to consider whether the licence holder or licence applicant is a fit

and proper person to hold a licence; action that may be taken includes refusal to grant a licence or the revocation, suspension or refusal to renew an existing licence.

### **3. Taxi Regulatory Committee Hearings Procedure**

The purpose of this section is to provide a standardised procedure for hearings of taxi regulatory matters that are considered by the sub-committee. The procedure allows for all parties to exercise their right to a fair hearing.

The City Council, as licensing authority for Hackney Carriage and Private Hire matters within the City of Cambridge, has a responsibility to determine those matters within its jurisdiction. In many cases these will involve one or more of the elements in the Enforcement Management System.

All decisions regarding breaches of the Enforcement Management System will be determined by the Licensing Sub-Committee with a right of appeal to the Magistrates Court.

In certain circumstances the authority will hold a hearing. It is considered good practice that a recognised procedure is followed and that parties involved in hearings should be advised of that procedure, in advance.

An overview of the procedure is given below:

**1. Information received that raises referral to the Licensing Sub-Committee:**

Initial investigations by Case Officer (CO) including collating of supporting evidence and contact with any complainants for statements.

**2. Interview of applicant/licence holder:**

Individual invited to give statement, recorded by CO and submit any supporting evidence.

**3. Preparation of report**

Submitted to Licensing and Enforcement Manager and Environmental Health Manager for approval and subsequent review by Legal Services.

**4. Date of hearing confirmed by Committee Services**

Applicant/ licence holder informed of date of hearing and sent a copy of the report

**5. Taxi Licensing Sub Committee Hearing**

The case is heard by the Licensing Sub Committee who decide what action, if any, to take.

### **3.1 Referral to the Licensing Sub Committee**

Following investigation and where the LEO considers it appropriate to do so, the LEO will prepare a report for the Sub-Committee setting out the relevant law, Council policy and the powers of the Sub-committee. The LEO will also submit any information obtained as a result of the investigation, the source of that information and any matters in dispute.

The CO will write to the applicant or licence holder, and the witnesses to tell them when and where the Sub-Committee meeting will be held.

Evidence can be given in writing or orally, by the LEO, the applicant or licence holder, or by their witness(es). There are no legal restrictions in terms of the kind of evidence that can be heard or the form in which it must be presented.

The applicant or licence holder can give evidence about her/his character in any way she/he thinks fit, e.g. by letters of reference or by calling witnesses

The CO will send the applicant or licence holder a copy of the report at least 5 working days before the hearing to give her/him the opportunity to comment on it or, if she/he chooses, to submit further written representations or additional evidence.

When presenting the report to the Sub-Committee the LEO will inform the Sub-Committee of any comments, representations or additional evidence submitted by or on behalf of the applicant or licence holder.

At any stage the applicant or licence holder may instruct someone (such as a solicitor, a friend or relative, an employer or a member of a trade organisation) to act as her/his representative. The applicant or licence holder can be represented at the hearing regardless of whether the individual attends the hearing.

If the applicant or licence holder fails to attend the hearing the Sub-Committee may decide to continue in her/his absence.

Any references in this note to an applicant or licence holder should be taken to include her/his representative.

### **3.2 The Hearing**

Present at the hearing will be members of:

- ☐ The Taxi Regulatory Sub-Committee
- ☐ The Case Officer
- ☐ A Legal Officer (who will be the Sub-Committee's legal adviser); and
- ☐ A Committee Manager

At the start of the hearing the Chair of the Sub-Committee will open the meeting introduce the members of the committee and officers present and explain the procedure to be followed.

The committee members will decide whether members of the press and public should be excluded from the remainder of the hearing.

If a member of the Taxi Regulatory Sub-Committee becomes aware of a possible conflict of interest before or during the hearing she/he should raise this with the Head of Legal Services.

Members should not take part in hearing a case if they have a personal interest or involvement with it or the issues raised by it might be seen as affecting their impartiality, e.g. if they know the applicant / licence holder or a complainant, or they have been previously involved with the case or a closely related case in another capacity.

The LEO will outline the report and present any witnesses in support of the CO's case.

Members may ask any relevant questions of the officer or witnesses.

The Chair will invite the applicant / licence holder or her/his representative to ask questions of the Officer or witnesses. The Chair will then invite the applicant / licence holder or a representative to put their case to the committee. This will include calling any witnesses. Witnesses will be allowed into the hearing only when giving their evidence.

Members may ask any relevant questions of the applicant / licence holder and/or her/his witnesses.

When all the evidence has been offered, the Chair will invite all parties to summarise their points if they wish before confirming whether any parties have anything else they wish to say

The Chair will invite the Legal Adviser to the Sub-Committee to give any legal advice that the advisor considers to be appropriate.

The Sub-Committee will withdraw to another room to consider their decision in private. The Sub-committee may invite the Legal Advisor to join them. Any legal advice given to the Sub-Committee when they are withdrawn will be reported back to the hearing before the Chair resumes it.

The Sub-Committee may reconvene the meeting in order to seek clarification of the facts.

When the decision has been made the Chair will announce this to the applicant or licence holder.

### **3.3 The applicant or licence holder**

Following the hearing the Council will write to the driver with formal notification of the decision of the sub-committee and inform the applicant or licence holder of the right of appeal to the Magistrates Court and the time within which appeals must be submitted.

A suspension or revocation of a licence will take effect at the end of the period of 21 days beginning with the day on which written notice of the Sub-Committee decision was given to the licence holder. The only exception to this is in the case of the suspension or revocation of a Driver Licence where the Sub-Committee have decided that the interest of public safety require the suspension or revocation to have immediate effect. The letter notifying the driver of the Sub-Committee's decision will include a statement that this is so and an explanation why. The suspension will then take effect when the letter notifying the decision is given to the driver.

**Please note:** In urgent cases, the Environmental Health Manager has delegated power to suspend or revoke a driver or vehicle licence.

This page is intentionally left blank

Results of public consultation:

**Do you agree with the introduction of a standalone Convictions Policy?**

9 respondents

5 yes (55.6%)

3 no (33.3%)

1 not sure (11.1%)

5 yes reasoning:

- I would like to request that the revised Hackney Carriage and Private Hire Licensing Policy includes a clear and accessible mechanism for licensed drivers to raise concerns about the conduct or treatment they receive from licensing staff.

While the revised policy sets out drivers' responsibilities and the council's enforcement powers, it should also explain what drivers can do if they believe they have been treated unfairly, unprofessionally, or disrespectfully during their interactions with the licensing department.

I suggest that the policy includes:

- \* A clear complaints procedure for concerns relating to the conduct of licensing staff.
- \* Information on how concerns will be investigated, including expected timescales.
- \* Details of any review or escalation process if a driver is dissatisfied with the outcome.
- \* Confirmation that drivers who raise genuine concerns in good faith will not be disadvantaged as a result.

Including this information within the Licensing Policy would promote transparency, accountability, and confidence in the licensing process, while ensuring that both licensed drivers and licensing staff are held to appropriate standards of conduct.

I appreciate that drivers may have legal routes available, including appeals to the Magistrates' Court where applicable. However, having a clear internal mechanism within the Licensing Policy would help resolve concerns at an earlier stage, reducing unnecessary escalation, saving public resources, and avoiding avoidable pressure on the courts.

A more localised and transparent process would benefit both the licensed driver community and the Licensing Department by strengthening trust, improving communication, and ensuring that rights and responsibilities are clearly recognised on both sides.

- We need this to keep our community safe
- Increased clarity
- It looks ok for me

- I believe a convictions policy should be in place

3 no reasoning:

- Some of the sanctions imposed by the Cambridge City Council based on certain convictions are very severe
- We already have a dbs
- Only serious and violent crime should be considered here, including sexual offences.

In other cases where a sentence has expired the individual should be given the opportunity to make a living should he or she want to be a taxi driver.

1 not sure

- Too harsh

### **Do you agree with the proposed Convictions Policy?**

9 respondents:

2 yes (22.2%)

5 no (55.6%)

2 not sure (22.2%)

2 yes reasoning:

- Good step
- Yes - but could go even further. Taxi drivers deal with our citizens at their most vulnerable. We owe it to these people to introduce even stricter standards

5 no reasoning:

- Some of the sanctions imposed by the Cambridge City Council based on certain convictions are very severe
- DBS is sufficient
- Too harsh on mobile phone while driving convictions
- Only serious and violent crime should be considered here, including sexual offences.

In other cases where a sentence has expired the individual should be given the opportunity to make a living should he or she want to be a taxi driver.

- I do not believe any drivers should have been convicted of violent crimes or possession of a weapon at any point, no time having elapsed since these crimes convinces me that these people are safe to work with potentially vulnerable members of the public

2 not sure reasoning:

- Broadly agree, but I think it is too lenient for elements related to responsible driving (drunk driving, mobile phone use, motoring offences, etc)
- the convictions should be handled on individual basis, especially motoring offences, dishonesty convictions, discrimination etc. A carpet application of these articles could cause injustices and the loss of jobs of some drivers

### **Do you agree with the proposed Enforcement Management System?**

9 respondents:

2 yes (22.2%)

7 no (77.8%)

2 yes reasoning:

- It looks ok
- These conditions all seem acceptable

7 no reasoning:

- Some of the sanctions imposed by the Cambridge City Council based on certain convictions are very severe
- Minor traffic-related offences should not automatically be considered as grounds for licensing action, drivers should not be subject to additional punishment through the licensing process where the matter has already been dealt with under existing road traffic regulations.
- It's too harsh
- How can you penalize driver because his vehicle failed Mot twice in 18 months period? Seriously guys....
- Escalation is too slow. Policy not harsh enough- lacks teeth

- Broadly agree with the approach but generally think it to be too lenient to encourage public confidence. This applies to both matters of driving-related elements and passenger safety related elements.

As drivers, professional drivers should be held to a higher standard than others because of their increased road use.

For public safety, many vulnerable people rely on taxis for safe passage.

- In places it seems, not clear, disproportionate and unfair, for example what do you mean by 'a substantiated complaint'. With the current increase in racism and Islamaphobia how would you protect an individual from made up or malicious complaints?

If the DVLA allows an individual with a driving license to drive in the UK, even with six penalty points, it could be considered unfair if the individual is considered unfit to drive a Taxi.

The 10 year ban could be seen as extreme and disproportionate punishment.

## Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool please contact the Community Equity Team at [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk).

Also, once you have drafted the EqIA please send this to [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk) for checking.

|                                                                                              |
|----------------------------------------------------------------------------------------------|
| <b>1. Title of strategy, policy, plan, project, contract or major change to your service</b> |
|----------------------------------------------------------------------------------------------|

|                                                                                                           |
|-----------------------------------------------------------------------------------------------------------|
| <i><b>Changes to the Enforcement Management System and the introduction of the Convictions Policy</b></i> |
|-----------------------------------------------------------------------------------------------------------|

|                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------|

|     |
|-----|
| N/A |
|-----|

|                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------|
| <b>3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?</b> |
|-------------------------------------------------------------------------------------------------------------------------------|

**The Convictions Policy**

The new Convictions Policy has been introduced to guide decisions on whether an individual is a “fit and proper person” to hold a taxi or private hire driver licence, operator licence, or vehicle licence.

While the Hackney Carriage and Private Hire Licensing Policy states that consideration should be given to an applicant’s history of convictions and cautions, it does not provide the same level of detail as the convictions policies adopted by neighbouring authorities within Cambridgeshire.

The Convictions Policy is based on the Department for Transport’s *Statutory Taxi and Private Hire Vehicle Standards* and will be incorporated into Appendix S of the Hackney Carriage and Private Hire Taxi Handbook.

### The Enforcement Management System

The Enforcement Management System contained within the Hackney Carriage and Private Hire Taxi Handbook has not been reviewed for a number of years. It has now been reviewed, with input from enforcement officers, and the necessary amendments have been made.

The previous three levels of enforcement have been expanded to five levels to reflect recent policy changes, including the introduction of CCTV, daily vehicle checks, and the wider use of reminders or warnings for low level offences.

The revised five level structure provides enforcement officers with greater flexibility, ensuring that only the most serious cases are referred to the Sub-Committee. Enforcement actions have also been clarified, and the introduction of the Convictions Policy has been appropriately incorporated.

#### 4. Responsible Team and Group

Commercial and Licensing Team, Communities

#### 5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service?

(Please tick all that apply)

- ☒ Residents
- ☒ Visitors
- ☒ Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):

[Click here to enter text.](#)

#### 6. What type of strategy, policy, plan, project, contract or major change to your service is this?

- ☐ New
- ☐ Major change
- ☒ Minor change

#### 7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

- ☐ Yes
- ☒ No

N/A

**8. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?**

A public consultation took place from 6<sup>th</sup> July 2026 to 4<sup>th</sup> August 2026 on the Cambridge City Council website. 9 people have responded to the consultation.

We do not hold data on the demographics of our licensed drivers.

**9. Potential impacts**

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

**(a) Age - Please also consider any safeguarding issues for children and adults at risk**

We do not hold an age profile of our taxi drivers, or potential drivers, and therefore it is difficult to determine if the change will have an impact.

We receive approximately 500 taxi complaints each year, in relation to either a driver, vehicle or operator and these policy changes are trying to protect customers to have a safe taxi service.

**(b) Disability**

We do not believe that the changes to the EMS and introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation, and no responses have been received in regard to these policy changes impacting on disability.

**(c) Gender reassignment**

We do not believe that the changes to the EMS and introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation, and no responses have been received in regard to these policy changes impacting on gender.

**(d) Marriage and civil partnership**

We do not believe that the changes to the EMS and introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation, and no responses have been received in regard to these policy changes impacting on marriage or civil partnership.

**(e) Pregnancy and maternity**

We do not believe that the changes to the EMS and introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation, and no responses have been received in regard to these policy changes impacting on pregnancy or maternity.

**(f) Race – Note that the protected characteristic ‘race’ refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.**

We do not believe that the changes to the EMS or the introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation. A concern was raised regarding whether the revised EMS would adequately protect drivers from malicious complaints motivated by racism.

The EMS sets out guidelines for enforcement officers on taking proportionate enforcement action and does not change the way complaints are investigated. All complaints received will continue to be investigated in the same manner, regardless of the nature of the allegation or the individuals involved.

**(g) Religion or belief**

We do not believe that the changes to the EMS or the introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation. A concern was raised regarding whether the revised EMS would adequately protect drivers from malicious complaints motivated by Islamophobia.

The EMS sets out guidelines for enforcement officers on taking proportionate enforcement action and does not change the way complaints are investigated. All complaints received will continue to be investigated in the same manner, regardless of the nature of the allegation or the individuals involved.

**(h) Sex**

We do not believe that the changes to the EMS and introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation, and no responses have been received in regard to these policy changes impacting on gender.

**(i) Sexual orientation**

We do not believe that the changes to the EMS and introduction of the Convictions Policy will have an impact on this target group. The revised EMS and Convictions Policy have been open to a public consultation, and no responses have been received in regard to these policy changes impacting on sexual orientation.

**(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:**

- Low-income groups or those experiencing the impacts of poverty.
- People of any age with care experience – this refers to individuals who spent part of their childhood in the care system due to situations beyond their control, primarily arising from abuse and neglect within their families. The term “Care experience” is a description of a definition in law, it includes anyone that had the state as its corporate parent by virtue of a care order in accordance with the Children Act 1989 and amendments.
- Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: [https://media.ed.ac.uk/media/1\\_159kt25q](https://media.ed.ac.uk/media/1_159kt25q)).

N/A

**10. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)**

N/A

**11. Do you have any additional comments?**

None

**12. Sign off**

Name and job title of lead officer for this equality impact assessment: Sam Tai, Commercial & Licensing Team Manager

Names and job titles of other assessment team members and people consulted: Lily Simmonite, Community Equity Officer

Date of EqlA sign off: 25 August 2026

Date of next review of the equalities impact assessment: As and when policy changes are considered or need is established.

Date to be published on Cambridge City Council website: 27 August 2026

**All EqlAs need to be sent to the Community Equity Team at [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk)**