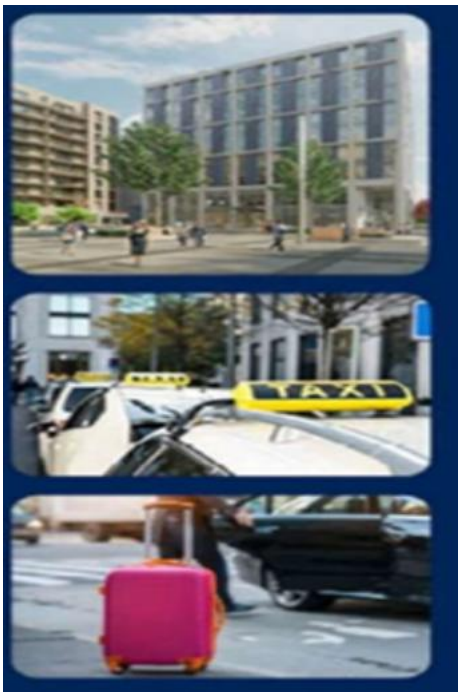
Hackney Carriage & Private Hire Licensing Policy

2022 – 2026



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1. INTRODUCTION AND BACKGROUND

1.1 Executive Summary

1.1.1 This document contains Crawley Borough Council's Hackney Carriage and Private Hire Licensing Policy ('the Policy') which includes procedures, practices and standards relevant to the hackney carriage and private hire licensing regime within the borough of Crawley for the period 2022– 2026**.** The Policy has had several revisions over this period, with the most recent changes included at Appendix P. Parts of the Policy continue to be under review and therefore noted as such. Each case is considered on its merits**.**

1.2 Aims of This Policy

1.2.1 The aim of this Policy document is to publish the stated intentions and requirements of Crawley Borough Council as the Licensing Authority with respect to hackney carriage (taxi) and private hire operations in the Crawley borough, championing the overriding principal of public safety as its primary concern.

1.2.2 As the Licensing Authority, the Council's primary aim is to:

- Protect the public and ensure public safety remains at the centre of the licensing regime.
- Ensure reasonable access to hackney carriage and private hire services.
- Ensure that the individuals carrying out the roles of licensed drivers and operators are "fit and proper" to do so.

1.2.3 The Council's powers are used to ensure that applicants, operators and licensed drivers are fit and proper**.** Further, hackney carriage and private hire vehicles that are licensed by this Authority are, as far as possible, safe and suitable, with each licensed vehicle, operator and/or driver operating in compliance with relevant legislation, the Policy, Statutory Guidance and Best Practice.

1.2.4 Additionally, specific regard has been afforded to HM Government's Department for Transport's (DfT) 'Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England' (November 2023) and the publication 'Statutory Taxi and Private Hire Vehicle Standards' (November 2022), published under Section 177(1) of the Policing and Crime Act 2017 and more recently, the recommendations within the National Audit on Group Based Child Sexual Exploitation and Abuse , Baroness Casey, June 2025.

1.2.5 The Statutory Guidance referenced above specifically requires all Licensing Authorities who exercise hackney carriage and private hire licensing functions to introduce new and/or strengthen existing policies to protect children, and vulnerable individuals over 18 years old from harm.

1.2.6 HM Government expects all the DfT recommendations to be implemented unless there are compelling local reasons for not doing so. As far as possible, the DfT recommendations have been incorporated into this revised Policy.

1.2.7 The Council recognises its duty with regards to safeguarding, and procedures are in place to ensure licences are only issued to "fit and proper" drivers and operators. Each application will be considered on its own merits.

1.2.8 Due to the continuing climate emergency, this Policy seeks to achieve the aspirations of HM Government in its publication 'The Ten Point Plan for a Green Industrial Revolution' (November 2020), especially regarding a shift to zero emission vehicles in respect of public transport. However, this is subject to further review and consultation with interested parties.

1.2.9 All licences, drivers' badges, vehicle licence plates, internal identification cards and door badges (livery) remain the property of the Council as the Licensing Authority. The Policy has been formulated pursuant to, and in accordance with, relevant legislation including:

- Local Government (Miscellaneous Provisions) Act 1976;
- Town Police Clauses Act 1847;
- Equality Act 2010;
- Police and Crime Act 2017;
- Immigration Act 2016.

1.2.10 The Equalities Act 2010 places a legal obligation on public authorities to have due regard to the need to eliminate unlawful discrimination and to promote equality of opportunity and good relations between persons based on race, gender, disability, age, sexuality (lesbian, gay, bisexual), transgender, pregnancy, religion or belief. In this Policy, references to he/him and she/her will be replaced with they/them.

1.2.11 The Council is committed to ensuring that it is delivering services in a non-discriminating way and that equality is at the heart of service provision throughout the Council.

1.2.12 The Council recognises that discrimination and exclusion can occur for many reasons including but not confined to race, language, age, gender, disability and poverty and is fully committed to overcoming such exclusion and discrimination.

1.2.13 In carrying out its duties the Council will have due regard for the need:

- To eliminate unlawful discrimination
- To promote equality of opportunity and good relations between people, including

those in the groups protected by the Equality Act 2010.

1.2.14 This Policy will be subject to an equality impact assessment. In formulating this Policy, the Council have, in particular, had regard to the need to provide for disabled people and to protect vulnerable groups. The mix of vehicle types, vehicle, driver and operator conditions relating to licensed vehicles, operators and drivers are intended to protect all passengers, and especially those who are most vulnerable.

1.3 Definitions and Terms

Throughout this document:

a. "The Council" or "the Authority" means Crawley Borough Council both as an entity and as the Licensing Authority.

b. "driver" or "licensed driver" means drivers of both hackney carriages and private hire vehicles unless the context indicates otherwise.

c. "vehicle" or "licensed vehicle" means both a hackney carriage and private hire vehicle, unless the context indicates otherwise.

d. "Hackney carriage" means a vehicle licensed under the Town Police Clauses Act 1847 to ply for hire throughout the district controlled by the Council.

e. "Private hire vehicle" means a vehicle licensed under the Local Government (Miscellaneous Provisions) Act 1976 to carry passengers for hire or reward with the services of a driver.
Or
f. "Private hire operator" means a person or business who, in the course of a business, makes provision for the invitation or acceptance of bookings for private hire vehicles.

g. "DfT" means the Department for Transport, including previous names under which that Department has been known.

h. "The Committee" means the Licensing Committee of the Council.

i. The word "taxi" has no meaning in law and is often used generically to describe both hackney carriages and private hire vehicles.

j. The term "DVLA driving licence" means a full original GB driving licence issued by the Driver and Vehicle Licensing Agency.

k. any reference to "proprietor" is a reference to the proprietor of either a hackney carriage or a private hire vehicle unless the context indicates otherwise.

l. any reference to the term "applicant" refers both to an unlicensed person who has applied to be granted a licence, a person who holds a current licence which was granted by the Council and

who has applied for that licence to be renewed, transferred or modified in any way. Applicant is an individual, company or other body who is applying for a licence to be granted and/or renewed or modified in any way where legislation permits i

J "enforcement meeting/panel" is a panel comprising of authorised officers, including the relevant Decision Maker , licensing representatives and on occasion, the Legal Officer of the Council convened to determine matters which are contrary to Policy and/or where the "fit and proper" test is called into question. It may also include Legal Representatives of the Council.

k. Dual licence is a person who holds both a hackney carriage and private hire drivers licence which are issued as a single licensing process.

1.4 Policy Status

1.4.1 In exercising its discretion in carrying out regulatory functions and decision-making, the Council will have regard to this Policy, covering the period 2022 – 2026.

1.4.2 Notwithstanding the existence of this Policy, each application or enforcement measure will be considered on its own merits. Where there are exceptional circumstances or it is considered necessary to do so, Council officers (as delegated by the relevant Head of Service) may depart from this Policy. Where such a decision is made, reasons will be given for doing so.

1.4.3 The Council has had a written Hackney Carriage and Private Hire Policy in existence since 1st September 2015, with the inclusion of an updated convictions and enforcement section (Appendix L) in 2019. The full version of this Policy was adopted by the Council's Licensing Committee in April 2022, with further key revisions in June 2023, March 2025 and September 2025. Minor amendments to this Policy may be made by the relevant Head of Service following consultation with the relevant Cabinet Member. The most recent changes are summarised at **Appendix P**

2. LICENSED VEHICLES

2.1 Hackney Carriages – Limitation Policy for Proprietor Licences

2.1.1 At the Licensing Committee meeting on 12 June 2017 the Committee approved a policy of limiting hackney carriage vehicle licences granted by the Council (such limit being the number of current licences granted by that date), subject to any applicant demonstrating exceptional circumstances. This Policy decision will generally be reviewed every **5** years, and in line with guidance, an Unmet Demand Survey will be conducted as part of that review to ascertain whether this Policy remains in place. Currently, following a Licensing Committee in February 2023, the limit of 123 Hackney Carriage Proprietor Licences remains in place.

2.2 Accessibility

2.2.1 The Council is committed to an accessible public transport system in which disabled people have the same opportunities to travel as other members of society. It is recognised that the travelling public have diverse needs and therefore this Council is committed to providing a mixed fleet of vehicles, catering for the varying travel needs of passengers.

2.2.2 The Council has had a policy for a number of years which will only grant applications for new hackney carriage vehicle licences (additional to the current fleet) in respect of wheelchair accessible vehicles. Existing licence holders with vehicle plate numbers 1- 73 are exempt from this policy provided that each of those licences continues to be renewed and does not lapse. This policy, however, is subject to the Council's limitation policy, as specified above.

2.3 Vehicle Specification and Standards

2.3.1 The Council has adopted minimum specification standards and conditions in respect of hackney carriage and private hire vehicles, and these are set out in **Appendix A** for hackney carriages and **Appendix E** for private hire vehicles. Where, due to an accident, a licensed vehicle is unroadworthy and the proprietor wishes to have a temporary licence granted for a replacement vehicle, this vehicle must also comply with **Appendix A or E** as applicable. Further, following an accident or damage, before being allowed to return as a licensed vehicle, the Council may require that a further Certificate of Compliance (COC) to be completed to ensure that the vehicle remains fit for purpose.

2.3.2 Vehicles will, in general, be licensed for the carriage of a minimum of four passengers, but applications in relation to larger vehicles that can accommodate up to eight passengers will be considered, provided that there is compliance with the specifications applicable to such vehicles. No new "Class 7" vehicles will be granted a private or hackney carriage licence**.** The Council will not licence any vehicles that may at one time have been categorised as a Class 7 Vehicle, but which may have been modified or re-classified, such as where seating or other modifications may have been made to it, including to enable wheelchair access. However, any currently licensed vehicles may remain providing they meet the wider licensing requirements including vehicle condition, compliance with vehicle conditions and age**.**

2.3.3 Purpose-built vehicles are amongst those which the Council will licence as hackney carriage or a private hire vehicle, but each will be distinct and different in terms of its colour and signage requirements**.** This is to ensure that the two types of licensed vehicle, hackney carriage and private hire can easily be distinguished by the travelling public and to avoid confusion, since the method of hire is distinct and different. The Council will continue to develop its approach in relation to vehicle emissions and have regard to this when licensing vehicle.

2.6 Maximum Age of Vehicles

2.6.1 The Council has placed an age restriction on licensed vehicles as described in **Appendices A** and **E**, but all applications for the licensing of vehicles will be treated on their individual merits. Applicants wishing to licence vehicles outside of this Policy must provide details and exceptional reasons for the Council to deviate from this agreed Policy.

2.6.2 On 01/03/2022 the Licensing Committee decided to temporarily amend the Council's published Private Hire and Hackney Carriage Licensing Policy, in relation to the age of vehicles, allowing a longer life span, taking effect from 01/04/2022.

2.6.3 The Committee decided that its existing policy, which specifies that there will be an upper age limited of 11 years for licensed vehicles (referred to in the Policy in several areas including paragraph 20 of **Appendix A** and paragraph 9 of **Appendix E**) will not be applied by the Council in respect of licensed vehicles for a temporary period of 12 months commencing from 01/03/2022.

2.6.4 At its meeting on 07/11/22, the Committee carried out an interim review into the matter and decided that this temporary policy would conclude on 28/03/2023, whereupon the 11-year age limit for licensed vehicles comes back into force. This age limit has now been reinstated and remains in force**.**

2.7 Stretched Limousines and Specialty Vehicles

2.7.1 The licensing of limousines and specialty vehicles will be approached on the basis that these vehicles may have a legitimate role to play in the private hire trade, meeting a public demand. Therefore, licence applications for such vehicles will not be automatically rejected, and each application will be considered on its merits.

2.7.2 However, in considering any application for these types of vehicles, the Council will have regard to any relevant guidance issued by the government, such as by the Vehicle and Operator Services Agency. However, the overriding consideration is public safety.

2.7.3 As these vehicles may not meet the usual vehicle specification, additional documentation and inspection will be required as part of the application process so that the Council can be satisfied as to the safety and suitability of any individual vehicle. This is set out further in **Appendix G.**

2.7.4 The Council strongly recommends that anyone who wishes to licence a limousine (or any other non-standard specialty vehicle) contact the Council's Taxi Licensing Service before purchasing

a vehicle to ensure that advice can be provided as to whether the vehicle is likely to meet the required mechanical and safety standards.

2.7.5 It is also subject to the Council's authorised garages being able to fully inspect such and confirm mechanical fitness and safety of the vehicle. Each vehicle will be considered on its merits, but will be balanced against safety standards and potential risks to the travelling public.

2.7.6 Stretch limousines or similar vehicles which can carry fewer than 9 passengers for reward and used for transport to school proms or for adult bookings will be required to be licensed as a private hire vehicle and the driver and operator must hold the relevant private hire licences.

2.8 Contract Vehicles and Courtesy Vehicles

2.8.1 The Council will have regard to the DfT Private Hire Vehicle Licensing note dated August 2011 (and any supplementary DfT Guidance notes on this matter) when considering whether any particular contract vehicle requires a private hire vehicle licence.

2.8.2 All vehicles with 8 or fewer seats, excluding the driver, that carry passengers for hire and reward must be licensed with the Council. 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 airports, hotels, night-clubs, 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 with Crawley Borough Council.

2.8.3 Those operating "courtesy cars", i.e. for transporting customers to and from airports, hotels, nightclubs, etc. should have an operator's licence, and the vehicle and driver must **also** be appropriately licensed.

2.9 Salvaged or Insurance Write-Off Vehicles

2.9.1 'Salvaged' or 'insurance write-off' vehicles, apart from Category N, will not be accepted by the Council for licensing purposes, and applications in respect of such vehicles will be refused. The onus is on the applicant to prove either that at the time of licensing or after an accident that the vehicle has not been written off and has been properly repaired by an authorised garage to the required safety standard and will be required to provide supporting documentation to confirm this. It may also be required to pass a Certificate of (Mechanical) Compliance (CoC.)

2.10 Colour Of & Colour Changes to Vehicles

2.10.1 The Council does not permit the wrapping of vehicles and any person wishing to bring a vehicle into the hackney carriage and/or private hire trade where a colour change is needed to meet the Councils requirements. In respect of hackney carriages, the colour must be white and in respect of private hire vehicles, any other dark colour. Silver vehicles are not permitted as either a hackney carriage or private hire vehicle

2.10.2 An individual seeking to alter the colour of a vehicle should make the change by full re-spray (both the interior and exterior) so that there are no remains of the vehicle's previous colour. Any such change must be recorded in the V5 Vehicle Registration Document and approved by Authorised Officer**s** from the Councils Taxi Licensing Team before being licensed. All parts of the vehicle must reflect the colour of the licensed vehicle both internally and externally.

2.11 Vehicle Testing – Certificate of (Mechanical) Compliance (CoC)

2.11.1 A Certificate of Compliance (CoC) will be required to be issued by one of the Council's approved and nominated garages in respect of any vehicle prior to the vehicle first being licensed by the Council, irrespective of mileage or age. Responsibility for ensuring the vehicle is tested and licensed remains with the applicant or vehicle proprietor. Vehicle inspections leading to the issue of a Certificate of Compliance are only to be carried out by the garages appointed by the Council.

2.11.2 Details of the current Council approved and nominated garages are available from the Taxi Licensing Service.

2.12 Distinguishing Features, Signage Livery

2.12.1 Members of the public can often confuse private hire vehicles with hackney carriages, without realising the differences. Private hire vehicles are not available for immediate hire, must be pre-booked through a licensed private hire operator and cannot be hailed in the street. It is, therefore, important that members of the public are able to distinguish each type of vehicle easily. For this reason hackney carriages and private hire vehicle conditions of licence require differences, including that the vehicles display plates of different colours. This is a key feature in helping to identify vehicles that are properly licensed.

2.12.2 The Council requires door signs (livery) to be permanent for hackney carriage vehicles **only**. The Council does not allow temporary signs such as magnetic vehicle licence plates or door stickers/**signs**. The rationale for this Policy is aimed at ensuring public safety.

2.12.3 Any other vehicle livery which has been approved by the Council in respect of advertising on the vehicle must be permanently affixed and approved by an Authorised Officer of the Councils Taxi Licensing Service in writing.

2.12.4 The Council does not permit any vehicle licence plate to be covered up or removed at any time – it must always be visible and permanently affixed to the licensed vehicle. In some exceptional circumstances, vehicles are exempt from the display of licence plates as detailed in this Policy.

2.12.5 Both hackney carriages and private hire vehicles are required as a condition of the licence to display a licence plate on the rear of the vehicle unless an exemption is held which has been approved by the Council in writing. The Council issues plates of different colours to distinguish one type of licensed vehicle from another. This is a key feature in helping to identify vehicles

that are properly licensed.

2.12.6 Private hire vehicle licence plates are yellow in colour and contain the vehicle licence plate number, vehicle registration Council logo and the number of passengers it is entitled to carry.

2.12.7 In respect of hackney carriages, licence plates are predominantly white but include blue as an identifying colour. It contains the same information as above.

2.12.8 Both hackney carriages and private hire vehicles are also required as a condition of the licence to display an internal plate which is coloured. It includes the licence plate number, Council logo, and contact number of the Council in case of feedback or complaints.

2.12.9 There are some more details about the exceptions to these requirements which are set out in **Appendix G.**

2.12.10 Hackney carriages are required to display a rooftop box on a licensed vehicle. The purpose of this is to identify the vehicles as a licensed vehicle and to indicate (if illuminated) that they are available for immediate hire. Permanent door signage with the Council logo, "Hackney Carriage" and the licence number must also be displayed.

2.13 Advertising

2.13.1 Advertising on licensed vehicles may be beneficial to the taxi trade as it could be another source for generating income for the proprietor. As such, the Council permits advertising on its licensed vehicles provided that the advertising for hackney carriage vehicles complies with the criteria set out in the standard conditions in **Appendix B** for which prior approval from a Council Authorised Officer

2.13.2 Advertising on private hire vehicles must comply with the criteria set out in the conditions in **Appendix F.**

2.13.3 The Council expects that any advertising be approved in writing by the nominated Council Officer prior to it being included on the licensed vehicle. It must be permanently affixed to the vehicle. Magnetic signage is not permitted.

2.14 Security and Closed-Circuit Television (CCTV) in Licensed Vehicles
***Speak to the Taxi Licensing Service before installation**

2.14.1 The Council views the installation of overt CCTV and recording equipment within all licensed vehicles as a positive measure in safeguarding passengers and drivers and acts as an aid in the prevention and detection of crime. Furthermore, audio sound (only activated in the event of an incident, otherwise mute) and image recordings are good evidence if allegations are made against drivers.

2.14.2 Where such a CCTV system is installed, this Licensing Authority requires signage to be displayed informing both prospective and actual passengers of its presence. This signage must be prominently displayed on both Nearside and Offside rear passenger door windows, so as to be clearly visible from inside and outside, easily read, and is required to show both words and symbols.

2.14.3 The system must be approved by the Council. Individuals who install CCTV equipment in their vehicles must follow the guidance as set out in **Appendices B or F** as appropriate for their licence.

2.14.4 On 23rd September 2025, the Licensing Committee agreed to make in-vehicle CCTV, including audio and visual capabilities and a panic button to activate audio recording in both driver and passenger areas, a mandatory requirement by 1st October 2027.

2.15 Use of Partition Screens

2.15.1 The Council supports the installation of partition screens between the driver and passengers in both hackney carriage and private hire vehicles. These partitions are designed to act as a buffer between the driver and passenger as a means to improve safety. It is also recognised that by fitting and using such devices, together with employing other measures such as good ventilation and positioning of passengers, they may provide some degree of protection from, and control of, disease and infection, including COVID-19.

2.15.2 However, all newly manufactured vehicles have been rigorously tested (NCAP) and achieved European Whole Vehicle Type Approval.

2.15.3 Changing or adding to the interior of the vehicle can alter the 'type approval' and may have consequences as to what happens inside a vehicle in the event of a collision. Consequently, whether a safety partition screen should be installed is a matter for operators, vehicle proprietors, and their insurer.

2.15.4 To assist in making a decision, together with the specific requirements of the Council, 'Guidelines for Private Hire Vehicle Safety Partition Screens' have been produced at **Appendix O**.

2.15.5 For all licences granted after this version of the policy has been published a new condition will be added to the licence regarding compliance with **Appendix O** in the event a partition is installed. For all existing licence holders who do not yet have this condition on their licence, the Council expects them to comply with **Appendix O** and notify the Council of the addition of a partition to their vehicle.

2.16 Application Procedures (Subject to revision and change)

2.16.1 The general application process for hackney carriage and private hire licence applications is available at **Appendix H.** Applications must be submitted together with supporting documentation and application fee. Application procedures may be modified by officers as considered appropriate, and in this event, **Appendix H** will be updated and re-published to reflect the modified procedures as appropriate.

2.17 Fees

2.17.1 The licence fees payable are usually subject to annual review.

2.18 Consideration of Applications

2.18.1 The Council will consider each application on its own merits once it is satisfied that the appropriate criteria have been met, the application process is complete, and supporting documents have been submitted and checked and minimum standards met.

2.18.2 Applicants for new licences must not have more than 3 penalty points on their DVLA driving licence when applying to become a licensed driver**.** However, each case will be considered on its merits.

2.19 Grant and Renewal of Vehicle Licences

2.19.1 Hackney carriage and private hire vehicle licences will usually be granted for **1** year. However, the Council may grant a licence for a shorter period, should this be appropriate in the circumstances or in line with an applicant's wishes.

2.19.2 Whilst it is not legally bound to do so, the Council usually sends reminder letters to hackney carriage and private hire proprietors around 4 to 6 weeks before an existing vehicle licence expires in order to assist proprietors in their prompt submission of renewal applications. However the responsibility to ensure renewal applications are submitted in good time remains with the proprietor licence holder. If a licence is not renewed in time, it will expire**.**

2.19.3 The Council will only accept complete applications comprising of all the necessary documentation and payment of the relevant fee at the time of application. If an application is received late, and the licence expires, the Council, except in exceptional circumstances, will not renew the licence and the licence plate must be returned to the Council immediately.

2.20 Conditions attached to licences

2.20.1 The Council will attach conditions to a vehicle licence upon grant. A set of standard conditions for hackney carriage vehicle licences is set out at **Appendix B,** and a set of standard conditions for private hire vehicles is set out at **Appendix F**.

2.20.2 The Council considers that it is reasonably necessary that these conditions be attached to the grant of vehicle licences, however, the relevant head of service/delegated officer has full discretion to modify and/or add to these standard conditions as may be considered reasonably necessary in any individual case.

2.21 Insurance Liability

2.21.1 Hackney carriage and private hire vehicle proprietors are reminded of the requirements of Part IV of the Road Traffic Act 1988 in relation to the provision of third-party insurance, as well as the requirement for the correct type of insurance being in place for use of the licensed vehicle i.e. public (hackney carriage) or private hire.

2.21.2 Proprietors can be held jointly liable for certain insurance offences committed by the driver of their licensed vehicle. Public (hackney carriage) or private hire insurance extensions, as appropriate, along with Vehicle Excise Licence (VEL), must be maintained on licensed vehicles at all times.

2.21.3 Unlicensed drivers may not drive licensed vehicles. This means that no family member or friend, unless they are a Crawley licensed driver and insured for this purpose, may drive a Crawley licensed vehicle.

2.22 Smoking in a licensed vehicle

2.22.1 Smoking in a smoke-free place is prohibited under the Health Act 2006. In this context a 'smoke-free place' includes hackney carriage and private hire vehicles, as well as a private hire operator's premises which are open to the public. In the context of the Health Act 2006, smoking relates to the smoking of cigarettes and other tobacco products, this includes e-cigarettes and vaping products.

2.22.2 It is the responsibility of both the driver and the proprietor to ensure no smoking signage, as prescribed by the Health Act 2006, is displayed in all licensed hackney carriages or private hire vehicles at all times.

3. HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS

3.1 Parallel Procedures

3.1.1 The statutory and practical criteria and qualifications for private hire drivers are broadly similar to those for hackney carriage drivers. The sections below, therefore, apply equally to both private hire and hackney carriage drivers.

3.2 Fit and Proper Person

3.2.1 Applicants are required to submit information to satisfy the Council that they are a 'fit and proper person' to hold a hackney carriage and/or private hire driver's licence.

3.2.2 Public safety is paramount, and it is the basis of the Council's decision in determining whether a person is 'fit and proper' to hold a licence.

3.2.3 Licensed drivers must ensure that the service they supply enables them to transport their passengers comfortably, safely, and conveniently. As professional drivers, the Council and passengers expect their driving and general behaviour to be of the highest possible standard. It is also key that they are honest and trustworthy.

3.2.4 The Council expects licensed drivers to treat customers and members of the public as well as other road users with courtesy and respect. Licensed drivers should never expose their customers or other members of the public, especially the more vulnerable and those requiring assistance, to any form of abuse or other behaviour that may cause alarm, distress, offence or discomfort.

3.2.5 Licensed drivers are placed under certain duties by law to provide assistance to people in wheelchairs, to carry them safely and not to charge extra fees for doing so. Failure to abide by these duties could lead to prosecution, substantial fines and/or suspension or revocation of licence.

3.2.6 Licensed drivers are responsible not only to their passengers and other road users but also for upholding the reputation of the hackney carriage and private hire trade as well as the Council as Licensing Authority.

3.3 Who is a 'fit and proper' person?

3.3.1 There are several requirements to be satisfied before the Council decides whether to grant a licence to an individual driver, private hire operator or vehicle proprietor. The Council must be satisfied that an applicant is "fit and proper" before it may grant a person a driver's licence.

3.3.2 Applicants for new licences must not have more than 3 penalty points on their DVLA driving licence when applying to become a licensed driver. Each application will be considered on its merits.

3.3.3 When the Council grant a licence, licence holders are expected to remain a "fit and proper" person. The Council will carry out compliance checks to ensure this is the case.

3.3.4 There is no statutory definition of "fit and proper" but the Council considers it to mean that the person is safe and suitable to be granted a licence which gives them the responsibilities outlined above and will be guided by the courts' interpretation of the legislation, including as set out in the case of McCool v Rushcliffe Borough Council [1998] 3 All ER 889.

3.3.5 Although the above paragraphs refer specifically to drivers, the Council will apply the same overall approach to private hire operators.

3.3.6 The Council expects applicants to comply with the requirements of this Policy, and licence holders to always comply with the requirements of all relevant legislation, the conditions of their licence and the Council's Code of Conduct at **Appendix M.** Any failure to do so may lead to refusal of an application, prosecution, enforcement action against the licence (including suspension, revocation, or refusal to renew) or the imposition of penalty points under the Council's Penalty Points Scheme.

3.3.7 If there is any doubt as to the suitability of a person to act as a licensed driver, the matter may be referred to the Head of Service for consideration and determination.

3.3.8 Licensed drivers are also subject to the Council's Code of Conduct and Penalty Points Scheme, adopted in 2018, but updated as necessary. This is included at **Appendices M and N**.

3.3.9 Applicants and licensed drivers are expected to notify the Council of any change to their circumstances after they have applied for a licence and before it is decided, including any matters where they have been charged with a criminal or driving offence or there is a change to their medical condition, including a change in medication or medical circumstance. Likewise, if after grant of a licence there is a change to the driver's circumstances, they are required to notify the Council within 48 hours in the case of criminal or driving matters, or in the case of medical matters, immediately, or in any event, before driving a licensed vehicle for any purpose.

3.3.10 This Licensing Authority checks all applications and works closely with other Licensing Authorities, the Police, and subscribes to the National Register (NAFN) of Taxi and Private Hire Licence Register for Revocations, Refusals and Suspensions of licences (NR3S.)

3.3.11 The Policy also includes matters relating to fitness and proprietary of applicants and current drivers. This is included at Appendix L – Enforcement. This provides a framework for decision making in relation to this. The Council also has a General Enforcement Policy available on the Council website which should also be referred to.

3.4 Driver Testing

3.4.1 Drivers will be required to undertake testing as part of the application procedure. Details of the tests are available in **Appendix I** and include the following-

3.5 Driving Proficiency and Qualifications

3.5.1 The Council has nominated approved providers of a driving assessment specifically designed for hackney carriage and private hire drivers. The Council has decided that all new applicants must successfully pass this test in order to be considered for a hackney carriage or private hire driver's licence.

3.6 Medical Examination – Group II

3.6.1 All applicants are required to meet the DVLA Group II Medical Standard or equivalent. This will require the applicant to undergo a full medical examination by their own GP at their own cost. The Group II **(2)** Medical Assessment and form must only be carried out and completed by an applicant's own GP. Third Party agents or private suppliers of this service are not permitted. However, the Council as Licensing Authority may direct an applicant's case to an alternative provider if their own surgery is unable to provide a Group II Medical Assessment and/or to the Councils Authorised Medical Practitioner if it considers appropriate to do so as part of the "fit and proper" test. Fees are payable as outlined below.

3.6.2 A request form for a medical examination, which may be presented to the applicant's GP, can be obtained from the Council. The applicant will be responsible for paying the fee for the examination to the relevant doctor. On completion of the examination, the report must be submitted to the Council at the relevant time.

3.6.3 Where there is any doubt as to the medical fitness of an applicant, the Council may require the applicant to undergo and pay for a further medical examination by a Nominated Medical Practitioner appointed by the Council. Applicants will be liable for the cost of any additional assessment(s) required.

3.6.4 Where there remains any doubt about the medical fitness of any applicant or current driver, the Council will review the medical evidence and make any final decision.

3.6.5 Licensed drivers are required to be re-examined every 3 years to the same DVLA Group 2 standard, and every year (annually) thereafter from the age of 60. The Council may also require a licensed driver to undergo more frequent checks if, in the opinion of a medical practitioner, this is necessary as part of the "fit and proper test"

3.6.6 Licensed drivers must advise the Council immediately of any change or deterioration in their health and/or changes to medication and new medication that may affect their driving capabilities. This can be done by emailing taxis@crawley.gov.uk. (See also Licence Conditions.) Such notification must be provided to the Councils Taxi Licensing Service in accordance with licence conditions and this Policy.

3.7 Disability Awareness, Wheelchair and Safeguarding Training

3.7.1 Prior to being licensed all new applicants intending to drive Wheelchair Accessible Vehicles (WAVs) must undertake and pass Wheelchair Accessible Vehicle (WAV) training, Disability Awareness Training, and Safeguarding Training by the Council's Nominated Provider(s.)

3.7.2 The Department for Transport's Draft Accessibility Action Plan described refusals of assistance dogs by hackney carriage and private hire vehicle drivers as "unacceptable and illegal", noting the serious impact of refusals on people's confidence and ability to live independently. The Plan commits the UK Government to publish best practice guidance for licensing authorities, recommending that disability equality training be mandated in Council licensing policies.

3.7.3 In response to this, all new Operator applicants, and current Operators, where they are not also licensed as Crawley Borough Council drivers, are required to undertake recognised Disability Awareness and equality training in relation to disabled and vulnerable passengers as part of their professional development. The Training will be identified by Crawley Borough Council and delivered through a provider of their choice by no later than 1st March 2027. The same specified qualifications completed by individuals whilst licensed by another Authority and/or where completed within a specified timescale will be considered.

3.3.4 This is to ensure that they operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers.

3.35 The proprietor of a Wheelchair Accessible Vehicle (WAV) will be responsible for ensuring any driver of the vehicle has completed the Wheelchair Assessment course. Wheelchair Assessment Tests must be undertaken by all hackney carriage drivers and private hire drivers who intend to drive a Wheelchair Accessible Vehicle to ensure that the driver meets the required legal safety standard when loading and securing wheelchairs.

3.36 The training will be identified by Crawley Borough Council and delivered through a provider of the Councils choice by no later than 1st March 2027. This is to ensure that drivers operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers

3.8 Hours of Work and Driver Fatigue

3.8.1 General factors that cause fatigue include lack of sleep, bad quality sleep and sleep demands induced by the internal body clock. Apart from these general factors, prolonged driving (time-on-task) and irregular or long work schedules can increase driver fatigue.

3.8.2 Fatigue leads to a deterioration of driving performance manifesting itself in slower reaction time, diminished steering performance, reduced ability to keep sufficient headway and increased tendency to mentally withdraw from the driving task. It is the driver's responsibility to ensure that they take appropriate rest breaks, are alert, and able to carry out their role as a

licensed driver. This onus also extends to private hire operators who are allocating work to licensed private hire drivers.

3.9 Convictions, Cautions, Investigations & Pending Matters

3.9.1 There is no exemption to full disclosure for applicants for hackney carriage/private hire driver's licences. As such, applicants are required to disclose all previous incidents/occurrences involving arrest, Court Orders, Convictions, immigration penalties, Cautions, Fixed Penalty Notices (both crime and all motoring offences), Criminal Investigations, together with any other similar pending matters. This is regardless of whether they would be regarded as spent under the Rehabilitation of Offenders Act 1974 as amended by the Legal Aid, Sentencing and Punishment of Offenders Act 2012. There are some exceptions to disclosure, however, and it is the applicant's responsibility to ensure that the information provided to the Council is accurate.

3.9.2 Whilst licensed, hackney carriage and private hire drivers must, within 48 hours of an incident/occurrence, report in writing to this Licensing Authority the fact that they have been arrested, charged, convicted, cautioned, been issued with an immigration penalty, are under investigation for any criminal or motoring offence, have been reported for an offence, issued with a Traffic Offence Report (TOR), or received a Notice of Intended Prosecution (NIP). Similarly, they must notify the Council within 48 hours of any penalty points imposed on them for any driving offence **and** any fixed penalty notice issued to them for any offence.

3.10 Criminal Record Checks – Data Barring Service

3.10.1 A criminal record check on an applicant and/or driver is an important safety measure. Where an **Enhanced** Disclosure and Barring Check has not been undertaken by the Council, applicants must provide the original Certificate where it has been undertaken by an Authorised body. **This check must have been completed in the same capacity as sought, the role of a licensed individual otherwise a new check will be required**.

3.10.2 The Council requires applicants to complete an Enhanced Criminal records disclosure report from the Disclosure and Barring Service ('Enhanced DBS report') as part of the documentation accompanying their application. All drivers licensed by the Council will then be required to obtain a further report every 6 months.

3.10.3 The Council is an approved Disclosure Barring Service (DBS) body; therefore, checks are carried out through the Council and applicants will be charged the appropriate fee for any application

3.10.4 An Enhanced DBS check of Criminal Convictions will be carried out by the Council every 6 months using the DBS Update Service. All licensed drivers **must** ensure their continuous registration with the DBS Update Service to enable the Council to routinely check for new information every six months or sooner if information comes to light that calls into question whether a person is "fit and proper" to hold a licence.

3.10.5 Should the check **(**or other information become known and that new information is available, the DBS certificate will no longer be relied upon, and a new enhanced DBS certificate will be required. The Council can also request another disclosure at any time if a further check is considered necessary.

3.10.6 The requirement to subscribe to the Update Service will commence for all new applicants with the introduction of this Policy and as existing licensed drivers renew their DBS, they will be required to show evidence that they have subscribed to the Update service and must maintain continuous registration. The Council will not divulge personal information disclosed by undertaking the DBS checks to any third party except that it may share information with a relevant statutory organisations if it is considered necessary to assist in the prevention or detection of crime, or where there is a safeguarding risk.

3.10.7 Any matters arising in a DBS Enhanced certificate for a new applicant and all licensed drivers will be assessed against this Policy (including **Appendix L**).

3.11 Police Disclosure - Referrals to the Police DBS

3.11.1 In some circumstances it may be appropriate under the Safeguarding Vulnerable Groups Act 2006 for the Council as Licensing Authority to make referrals to the DBS/Police. A decision to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable adult, should be referred to the DBS. The power for the Council to make a referral in this context arises from the undertaking of a safeguarding role. The Licensing Authority will make a referral to the DBS/Police when it is considered that:

- an individual has harmed or poses a risk of harm to a child or vulnerable adult; or
- an individual has satisfied the 'harm test'; or
- received a caution or conviction for a relevant offence; or
- the person they are referring is, has or might in future be working in regulated activity.

3.11.2 If the above conditions are satisfied, the DBS may consider it appropriate for the person to be included or added to a barred list.

3.12 What is the harm test?

3.12.1 A person satisfies the harm test if they may harm a child or vulnerable adult or put them at risk of harm. It is something a person may do to cause harm or pose a risk of harm to a child or vulnerable adult.

3.13 English Language Requirement

3.13.1 Hackney carriage and private hire licence holders need to be able to communicate with customers to discuss a route or fare, as well as to read and understand important regulatory

and safety information. It is also important that all licence holders can read and understand information that the Council provides. It is therefore essential for public safety reasons that all taxi and private hire licence holders can communicate in English at an adequate level for these purposes.

3.13.2 Applicants, including new and current licensed drivers must show that they have adequate English language skills in reading, writing, speaking, and listening. The Council as Licensing Authority does not need existing drivers to take a specific test unless there is a query, complaint or concern about their command of the English language or communication skills. New applicants must evidence attainment of an English language qualification as set out in this Policy , They must provide the Council with information about qualifications obtained to prove that they have adequate English language skills.

3.13.3 When applying for a licence, applicants must send the Council a copy of qualifications. Failure to do so will render the application invalid, and it will be rejected.

3.14 What Qualifications?

3.14.1 If an applicant has completed secondary school education in the UK or have any UK secondary school level qualification which was taught and examined in English, the level of English attained will be satisfactory if the level below is achieved:

- GCSE grade G or above
- GCE 'O' level grade E or above
- Certificate of Secondary Education grade 5 or above
- A level or AS level
- NVQ level 2 or above including BTEC and City & Guilds
- Higher National Certificate/Diploma
- Degree or higher

3.14.2 Where applicants/licensed drivers did not complete their secondary school education in the UK, but were educated to the same level shown above, they can supply evidence of qualifications if the qualification was taught and examined in English. A letter from the examining body may be

3.15 Secure English Language Test (SELT)

3.15.1 The Home Office needs certain applicants for a visa to show a certain level of English Language by passing a SELT.

3.15.2 The Council will accept a Home Office approved SELT certificate as proof that an applicant's

level of English is sufficient only if the SELT has assessed an individual's reading, writing, speaking, and listening ability.
https://www.gov.uk/guidance/prove-your-english-language-abilities-with-a-secure-english-language-test-selt

3.16 English as a second language or foreign language qualification (ESOL)

3.16.1 The Council may accept some ESOL, TOEFL, or IELTS certificates if the examining board has assessed reading, writing, speaking, and listening in English. This needs to be at CEFR level B2 or equivalent of a TOEFL, IELTS or ESOL qualification at CEFR level B2.

3.16.2 Where an applicant or licensed driver is unable to demonstrate their knowledge of the English language through any of the above qualifications, the Council will consider each case on its own merits. Assessment may also include an interview with an authorized Council Officer.

3.17 Certificates of Good Conduct

3.17.1_New applicants

If an applicant for a new licence (a person not holding a current licence issued by Crawley Borough Council) has not lived continuously in the UK for 5 years, then in addition to submitting an Enhanced DBS report with their application, they must submit an original authenticated certificate of good conduct (together with a translation into English if the document is in another language) obtained from the embassy for the country in which the applicant was living immediately before arriving in the UK. If the driver has lived in more than one country prior to arriving in the UK, then a report from each country in which they lived, worked or visited for 3 months or more during the 5 years immediately prior to their arrival in the UK is required to be submitted with their application. Any translation of the document must be from the embassy which issued the original document and must be validated by the corresponding embassy located in the UK.

3.17.2_Existing licence holders

Licensed drivers who have lived, worked in or visited another country for 3 months or more since the grant of their licence will also be required to submit an original authenticated certificate of good conduct from the embassy of that country when they return to the UK and wish to remain licensed**.**

3.17.3 Where a driver has been abroad for the full 6 months since their last Enhanced DBS Certificate was submitted, a Certificate of Good Conduct will be required in its place., in addition to an Enhanced Data Barring Service check being undertaken.

3.18 Entitlement to Live and Work in the United Kingdom

3.18.1 There is a legal responsibility imposed on the Council by the Immigration Act 2016 to ensure that right to work checks on drivers and operator licence holders are completed.

3.18.2 The Council must comply with the legal requirement not to issue a licence to someone who is disqualified from holding the licence by reason of their immigration status. This duty is discharged by requiring the applicant to submit one of several prescribed documents which show that the applicant has permission to be in the UK and undertake work as an operator or private hire vehicle or hackney carriage driver.

3.18.3 All initial applicants for a hackney carriage driver's licence, private hire driver's licence or operator licence will be required to demonstrate that they have the right to live and work in the United Kingdom. The Council will follow the advice given by UK **Visas and Immigration** following the implementation of the Immigration Act 2016. If the check shows the person has a right to remain indefinitely in the UK, the check will not normally need to be repeated. A licence will not be granted to an applicant who is not entitled to work in the UK.

3.18.4 A right to work check will also be carried out and evidence sought of such where appropriate and applicants/licensed drivers will be asked to provide a share code and/or supporting documentation as part of this process.

3.18.5 For those drivers and applicants who have time-limited permission to be in the UK, the check must be repeated at each subsequent application to renew or extend the licence until such time as the applicant demonstrates that they are entitled to remain indefinitely in the UK. A licence will only be granted for the duration of the validity of the Visa or permission.

3.19 Additional Compliance Checks HMRC Tax Code & Checks

3.19.1 Since the implementation of the Policy, additional requirements have been placed on Local Authorities to carry out an HMRC Tax Code Check in respect of licence applicants/holders. The tax check, in place since 4th April 2022, is a simple check to confirm that someone has appropriately registered for tax, and this applies when licences are renewed, and/or where an applicant has held a hackney carriage or private hire licence previously within specified timescales elsewhere. It is the responsibility of the Regulatory Authority, Crawley Borough Council, to ensure the driver is registered with HMRC for tax, with the driver providing the relevant code which is then checked.

3.19.2 Failure to provide a code within specific circumstances means that a licence application or renewal cannot be processed. The tax code checks have been carried out since 4th April 2022, with drivers provided with explanatory notes, as well as website information, and so it is considered timely and appropriate to incorporate this into the Policy.

3.19.3 Applicants may need to complete a tax check if applying for a licence as hackney carriage or private hire driver and/or a private hire operator. It includes the following.

3.19.4 An individual, company or any type of partnership must complete a tax check as required by HMRC when:

- renewing a licence

- applying for the same type of licence previously held, that stopped being valid less than a year ago

- applying for the same type of licence already held with another licensing authority.

3.19.5 Individuals will not need to complete a tax check (they must follow 'confirm your tax responsibilities guidance') if they have:

- never held a licence of the same type before

- had a licence of the same type that stopped being valid a year or more before making this application

3.19.6 A tax check must be carried out by the person in question and confirms that individuals or partnerships are properly registered for tax, if necessary. It will ask questions about how tax is paid that may be due on income earned from working in the licensed trade. After completing the tax check, a 9-character code will be issued. This tax check code must be provided to the Taxi Licensing Service. Without this, an application cannot be processed. Tax check codes expire after 120 days, and a new tax code will be required if further licence/s are sought after this.

3.20 Training Requirements - Safeguarding, Disability Awareness, Wheelchair Accessible, Child Sexual Abuse and Exploitation (CSAE)

3.20.1 To ensure that identification of safeguarding and CSAE behaviours is maintained at the forefront of the licensed driver's mind, all applicants and existing licence holders are required to undergo initial safeguarding training, followed by regular refresher training provided by one of the Council approved providers at a frequency agreed by the Licensing Committee**.**

3.20.2 This Council already has a Partnership Agreement with organisations including West Sussex County Council and the Police. The Council will continue to develop an ever- closer working relationship to counter the continuing issue of CSAE.

3.20.3 The hackney carriage and private hire vehicle industry can play an important role in spotting and reporting the abuse, exploitation or neglect of children and vulnerable adults. As with any group of people, it is overwhelmingly the case that those within the industry can be an asset in the detection and prevention of abuse or neglect of children and vulnerable adults. However, this is only the case if they are aware of and alert to the signs of potential abuse and know where to turn to if they suspect that a child or vulnerable adult is at risk of harm or is in immediate danger.

3.20.4 All new applicants will be required to attend safeguarding awareness training by a Council approved provider. This training must be undertaken as a mandatory part of the initial licensing process . Failure or refusal to attend this training is likely to result in the licence application being refused .

3.20.5 The proprietor of a Wheelchair Accessible Vehicle will be responsible for ensuring any driver of the vehicle has completed the Wheelchair Assessment course. Wheelchair Assessment Tests must be undertaken by all hackney carriage drivers and private hire drivers who intend to drive a Wheelchair Accessible Vehicle, to ensure that the driver meets the required legal safety standard when loading and securing wheelchairs. The training will be identified by Crawley Borough Council and delivered through a provider of their choice by no later than 1st March 2027. This is to ensure that they operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers.

3.21 Relevance of Convictions and Cautions and Other Unsatisfactory Conduct

3.21.1 The Council's policy as to the relevance of offences and other conduct when assessing an applicant or licence holder's fitness and propriety is in **Appendix L.** In general terms, the more recent, serious and relevant to public safety an offence or other conduct is, the less likely that an application will be granted, and in respect of licence holders, the more likely the Council may consider enforcement action.

3.21.2 Applicants for new licences and to renew existing licences will be required to provide authorisation to the Council to conduct DVLA driver endorsement checks, so the Council can ensure that the information held by the DVLA is in accordance with the information submitted by the applicant.

3.21.3 Checks will generally be made prior to the original grant and then annually and upon renewal, although the Council may also carry out additional checks where the Council considers this appropriate. The fee for these checks is paid by the applicant/licence holder.

3.21.4 The Council may carry out further checks if it comes to light that an applicant or licence holder has endorsements or other matters which call into question whether they are "fit and proper".

3.22 Mandatory Disability Awareness & Wheelchair Training for Wheelchair Accessible Vehicles.

3.22.1 The Equality Act 2010 focuses on the needs of people with protected characteristics, which includes disabilities. Public bodies, including local authorities, have a lawful duty of regard to eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity between people who share a protected characteristic and those who do not; and foster good relations between people who share a protected characteristic and those who do not.

3.22.4 Private hire and hackney carriage drivers frequently encounter passengers with various

disabilities, and it is therefore considered necessary that all applicants and licence holders have a good understanding and working knowledge of the needs of disabled passengers. Disability awareness training benefits both the customer and driver, and the Council have made it a pre-condition for being granted a driver's licence. The training will be delivered through a provider of the Council's choice.

3.22.5 Completion of the disability awareness training is required before a licence is first issued. Existing Private Hire Operators that have yet to complete the training must do so no later than 1st March 2027. Failure or refusal to attend this training is likely to result in the licence being suspended until the training is satisfactorily completed.

3.22.6 The proprietor of a Wheelchair Accessible Vehicle (WAV) will be responsible for ensuring any driver of the vehicle has completed the Wheelchair Assessment course.

3.22.7 Wheelchair Assessment Tests must be undertaken by all hackney carriage drivers and private hire drivers who intend to drive a Wheelchair Accessible Vehicle to ensure that the driver meets the required legal safety standard when loading and securing wheelchairs. The training will be identified by Crawley Borough Council and delivered through a provider of their choice by no later than 1st March 2027. This is to ensure that they operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers.

3.23 National Register of Taxi Licence Refusals and Suspensions (NR3S)

3.23.1 The Council provides information to the National Register of Taxi Licence Refusals and Revocations (NR3S) as part of the National Anti Fraud Network (NAFN**.**This allows licensing authorities to share details of individuals who have had a hackney carriage or private hire licence revoked, refused and/or suspended. All applications for a new licence or licence renewal will automatically be checked on NR3S.

3.23.2Any information received from another local authority, or regulatory partner may result in a check of NR3S being carried out in respect of an applicant and/or licence holder prior to the issue of a licence and/or during the currency of any licence.

3.23.3 Any information identified as a result of an NR3S search will only be used in respect of the specific licence application, or in relation to an existing licence as applicable, and will be referred to as part of the checks carried out to ensure that individuals are able to meet the specified standards and are/continue to be "fit and proper". Any information identified as a result of sharing of information by local authorities, be it by NR3S or via other data sharing means, may be considered in deciding whether to grant, renew, refuse, revoke or suspend a licence.

3.24 Partnership Working

3.24.1 The Council will work collaboratively with its enforcement partners, including the Police, Immigration, DVLA and DVSA (VOSA.) This Council will also share information with other councils and participate in joint enforcement activities. In addition, officers from other councils will be authorised to operate across councils to carry out regulatory and enforcement functions.

3.25 Application Procedures

3.25.1 The general application process for driver licence applications is available at **Appendix I.** Applications must be submitted together with supporting documentation and application fee. Application procedures may be modified by officers as considered appropriate, and in this event, **Appendix I** will be updated and re-published to reflect the modified procedures.

3.26 Consideration of Applications

3.26.1 The Council will consider all applications on their own merits once it is satisfied that the appropriate criteria have been met, the application form is complete and supporting documents have been submitted. Applicants for new licences must not have more than 3 penalty points on their DVLA driving licence when applying to become a licensed driver.

3.26.2 The Council will usually send a reminder letter to drivers around 4-6 weeks before their existing licence expires to assist applicants in their prompt submission of renewal applications, however it is down to the applicant to submit a renewal application in good time prior to the expiry of any existing licence so that this can be properly considered. Drivers should ensure renewal applications forms, together with any supporting documents, are received by the Council at least 10 working days before their existing licence expires as this will ensure that in most cases applications are processed and new licenses issued before expiry of the existing licence. Each application will be treated on its merits.

3.27 Duration of Driver Licences

3.27.1 Applicants for new and renewed licences will be signposted to apply for driver licences which are 3 years in duration in accordance with Best Practice and legislation. The Council will usually grant a driver's licence for a 3 year term, but may grant a licence for a shorter period where this is considered appropriate to do so. (For example, due to a medical reason or immigration status restrictions)

3.28 Conditions of Licence

3.28.1 The Council is not permitted to attach conditions to a hackney carriage driver's licence. However, hackney carriage drivers are subject to the Council's Policy requirements and byelaws which are replicated in **Appendix D**.

3.28.2 A set of standard conditions for private hire driver licences is set out at **Appendix J.**

3.28.3 The Council considers that it is reasonably necessary that these conditions be attached to the grant of driver licences, however, the relevant Head of Service/Delegated Officer has full discretion to modify and/or add to these standard conditions as may be considered reasonably necessary in any individual case.

3.29 Hackney Carriage Fares - Prescribed Rates

3.29.1 The driver of a hackney carriage vehicle, whether by agreement or otherwise, must not charge any fare greater than the **maximum** rate prescribed by the Council.

3.29.2 Fares rates are reviewed from time to time in accordance with the statutory process.

3.30 Receipts

3.30.1 A driver must, if requested by the passenger, provide them with a written or printed receipt for the fare paid.

3.30.2 From 1st January 2027, in addition to accepting cash payments for a journey/fare, all licensed drivers must also provide a mechanism to allow for electronic card payment or other electronic payment means**.**

4. PRIVATE HIRE OPERATORS

4.1 Requirements and Obligations

4.1.1 Any person who operates a private hire service (who is not also a hackney carriage proprietor who permits hackney carriages to be used for private hire) must apply to the Council for a private hire operator's licence.

4.1.2 A private hire vehicle may only be dispatched to a customer by a private hire operator who holds an operator's licence. Such a licence permits the operator to make provision for the invitation or acceptance of bookings for a vehicle with a driver. Private hire operators must ensure that every private hire vehicle is driven by a person who holds a private hire driver's licence issued by this Council. The private hire operator, in addition to the person driving the licensed vehicle, is responsible for ensuring that the appropriate licence and insurance is in place, as well as the vehicle being mechanically fit and compliant with the Council's licence conditions prior being dispatched.

4.1.3 An application for a private hire operator's licence must be made in accordance with the procedure set out below and accompanied by the relevant supporting documentation and application fee.

4.2 Bases Outside Crawley Borough Council Area

4.2.1 The Council will not grant a private hire operator licence for an operator to operate from a base that is outside Crawley Borough Council's area. This is to ensure that proper regulation and enforcement measures may be taken.

4.3 Code of Conduct and Penalty Points Scheme

4.3.1 Licensed operators are subject to the Council's Code of Conduct and Penalty Points Scheme as adopted. This is included at **Appendices M and N**.

4.4 Criminal Record Checks for Private Hire Operators

4.4.1 A criminal record check on operators is an important safety measure. It will depend on the individual applicant as to what criminal record checks will be required. These are set out below.

4.4.2 Where the applicant is an individual person, the Council requires the applicant to submit the following as part of the application process:

- a standard criminal records disclosure report from the Disclosure and Barring Services ('standard DBS report') relating to the applicant; and
- a declaration as to whether any company of which they have been a director or secretary has been convicted of any offences.

4.4.3 Where the applicant is a company, the Council requires the applicant to submit following documentation as part of the application process:

- a declaration as to whether the company has been convicted of any offences at any time; and
- a standard DBS report for each Director and Secretary of the company, and
- a standard DBS report for the individual(s) who assume operational control and the day-to-day management of the business

4.4.4 Where the applicant is a partnership, the Council requires a standard DBS report for each partner to be submitted as part of the application process.

4.4.5 Further declarations and standard DBS reports as specified will be required every 6 months for individual licence holders, directors, secretaries and partners and Section 3 of this Policy will apply to these people except that the check shall be a Standard not Enhanced.

4.4.6 The requirement of a Certificate of Good Conduct for drivers as set out in Section 3 of this Policy will also apply to individual applicants/licence holder, each partner of a partnership

applicant/licence holder and the Directors and Secretaries of company applicants/licence holders.

4.5 Criminal Records Checks for Private Hire Vehicle Operator – Booking and Dispatch Staff

4.5.1 Additionally, private hire vehicle drivers are not the only direct contact that private hire vehicle users have with private hire vehicle operators' staff. There is a person taking bookings (be it by phone or in person), the vehicle dispatcher who decides which driver to send to a user. These are positions that could be exploited by those seeking to exploit children and vulnerable adults. It is therefore appropriate that all staff that have contact with private hire vehicle users and the dispatching of vehicles should not present an undue risk to the public or the safeguarding of children and vulnerable adults and the Authority should be satisfied that private hire vehicle operators can demonstrate that all staff that have contact with the public and/or oversee the dispatching of vehicles do not pose a risk to the public.

4.5.2 As part of the revision of this policy to include safety measures recommended by the Department of Transport (DfT), for all private hire operator licences granted (or renewed) after this version of the policy is published, conditions will be attached requiring the licence holder to:

a. Maintain a live/rolling register of all booking and dispatch staff in their employment, the details being retained for six (6) months from the date of any booking and/ or dispatch, regardless of the individual's employment status.

b. Produce upon demand the register of staff to an authorised Council Officer and/or Police Officer.

c. Provide evidence to the Council that they have had sight of Basic DBS check every 6 months in relation to all individuals listed on their register of booking and dispatch staff.

d. Provide to this Licensing Authority a written hard format copy of the Operator's Policy on employing ex-offenders.

e. For everyone on the register, for new employees at the time of their engagement, for existing employees at the time of creation of the register, confirm sight of their recently issued (less than 3 months old) Basic DBS Criminal Record Certificate, and that they are suitable to decide such matters as who is sent to transport an unaccompanied child or vulnerable adult.

f. Require such employed staff, as part of their contract and terms of employment, to immediately notify the operator of any convictions, warnings, cautions or charges being faced of any sort.

4.5.3 The addition of these conditions will mean that operators must ensure that Basic DBS checks are conducted on any individuals added to the register and that this is compatible with their policy on employing ex-offenders.

4.5.4 Should the operator outsource their booking/dispatch functions to a third party, the responsibility remains with them regarding CSAE matters: In such situations, the operator must confirm that the third party has evidenced to them that it employs equally rigorous protections.

4.5.5 This Licensing Authority requires all private hire operator applicants and existing operators of private hire vehicles to provide checks of their own criminal conviction status. These are required upon initial application, and every six (6) months during the licensed period, and at subsequent renewals. Applicants and existing operators not already providing the Enhanced DBS Criminal Record check Certificate in their separate standing as a hackney carriage/private hire vehicle driver must provide a Basic DBS Criminal Record check Certificate which is no more than 3 months old: operators which are limited companies or partnerships must provide such certification for every director/partner of the company/partnership.

4.5.6 Further, should there be any change to the Criminal Record status of any individual operator, or director/partner of a company/partnership operator at any time during the licensed period, it is incumbent upon the operator immediately to notify the Licensing Authority. Dependent on the nature and/or circumstances of the matter, consideration may be given to suspension, revocation, or refusal to renew a licence.

4.6 Private Hire Operator Conditions

4.6.1 A set of standard conditions for private hire operators' licences is set out at **Appendix K.** The Council considers that it is reasonably necessary that these conditions be attached to the grant of operator licences; however, the relevant head of service/delegated officer has full discretion to modify and/or add to these standard conditions as may be considered reasonably necessary in any individual case.

4.7 Licence Duration

4.7.1 Private hire operators' licences are usually granted for one and/or 5 years, however, the Council may grant a licence for a shorter period should this be considered appropriate in the circumstances. A minimum of £10 million public liability insurance must be maintained for the duration of the licence term

4.8 Number of Vehicles

4.8.1 An operator can apply for a licence for the number of vehicles that they have at the time of application. An operator's licence authorises vehicles up to the number stated on the licence. If an operator wishes to add to their fleet above that number, then the operator must apply for a change to the licence before they start operating more than the number of vehicles as is specified in their existing licence.

4.8.2 The Council will usually send a reminder letter to licensed operators 6 weeks before their existing licence expires to assist them in their prompt submission of renewal applications; however, the responsibility to submit a renewal application in good time prior to the expiry of any existing licence is the responsibility of the applicant.

4.8.3 Licensed operators should ensure renewal applications forms, together with any supporting documents, are received by the Council at least 21 days before their existing licence expires as this will ensure that in most cases applications are processed and new licences issued before expiry of the existing licence.

4.9 Operating Address of Private Hire Operator Licence

4.9.1 Upon the grant of an operator's licence, the Council will specify the address from which the operator may operate. This will be the premises where the records which they must keep in accordance with the conditions of the licence must be kept and the provision for bookings is made.

4.10 Safeguarding, Child Sexual Abuse and Exploitation (CSAE) and Disability Awareness Training

4.10.1 For the reasons described in the wider Policy it is important for licensed operators also to have Disability Awareness and CSAE training.

4.10.2 All new individual applicants will be required to attend safeguarding awareness training by a Council approved provider. For company and partnership applicants and licence holders, at least one company officer/partner or manager will be required to attend the training, and this will be assessed by the Council on a case-by-case basis and the Council will work with the applicant/licence holder to identify the most appropriate person/s to attend the training. Failure or refusal to attend this training is likely to result in the licence being refused until the training is satisfactorily completed.

4.10.3 The training requirements as detailed in relation to Safeguarding, Child Sexual Exploitation (CSAE), Disability Awareness also apply to Private Hire Operators.

4.10.4 Private Hire Operators frequently encounter passengers with various disabilities, and it is therefore considered necessary that all Operators are aware of the needs of disabled passengers. Disability awareness training benefits both the customer and Operator and is a pre-condition for being granted an Operator's licence.

4.10.5 In addition**,** a licensed vehicle proprietor and any licensed driver who operates a wheelchair accessible vehicle needs to be aware of the needs of passengers with a range of disabilities and support needs. The Equality Act 2010 focuses on the needs of people with protected characteristics, which includes disabilities.

4.10.6 Public bodies, including local authorities, have a lawful duty of regard to eliminate unlawful

discrimination, harassment and victimisation, advance equality of opportunity between people who share a protected characteristic and those who do not, and foster good relations between people who share a protected characteristic and those who do not. The Department for Transport's Draft Accessibility Action Plan described refusals of assistance dogs by hackney carriage and private hire vehicle drivers as "unacceptable and illegal", noting the serious impact of refusals on people's confidence and ability to live independently.

4.10.7 The Plan commits the UK Government to publish best practice guidance for licensing authorities, recommending that disability equality training be mandated in Council licensing policies. In response to this, all new Operator applicants, and current Operators, where they are not also licensed as drivers, and where licensed by other Authorities but seeking to become Crawley Borough Council licensed drivers are required to undertake recognised, Council nominated Disability Awareness and Equality Training in relation to disabled and vulnerable passengers as part of their professional development. The training will be identified by Crawley Borough Council and delivered through a provider of their choice by no later than 1st March 2027. This is to ensure that they operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers

4.10.8 In response to this, all new Operator applicants, and current Operators, where they are not also licensed as drivers, are required to undertake recognised Disability Awareness and equality training in relation to disabled and vulnerable passengers as part of their professional development. The Training will be identified by Crawley Borough Council and delivered through a provider of their choice by no later than 1st March 2027. This is to ensure that they operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers.

4.11 Relevance of Convictions and Cautions and Other Unsatisfactory Conduct

4.11.1 The references in the Policy to the relevance of cautions, warnings, penalties and motoring convictions as well as other unsatisfactory conduct will also apply to Private Hire Operators.

5. DISCIPLINARY AND ENFORCEMENT MEASURES – ALL LICENCE HOLDERS

5.1 General

5.1.1 The Council will also have regard to the Council's General Enforcement Policy when making enforcement decisions.

5.1.2 Disciplinary matters, except in the case of breaches of vehicle requirements, will ordinarily be referred to the Head of Community Services or dealt with by the Licensing and Partnerships Manager.

5.1.3 The Council may take any of the steps outlined below in respect of any of the licences it issues:

a. Prosecution.

b. Revocation of the licence.

c. Refusal to renew a licence.

d. Suspension of the licence.

e. Issuing of warnings or cautions.

f. Requirement for training and reassessment to ensure minimum standards are met.

g. The inclusion of additional licence conditions

5.2 Penalty Points Scheme and Code of Conduct

5.2.1 The Council has introduced a Penalty Points Scheme and Code of Conduct for proprietors, drivers and operators. These are at **Appendices M and N.**

5.2.2 The aim of the penalty point scheme is to work in conjunction with other enforcement options. It does not prejudice the council's ability to take other actions.

5.2.3 The primary objective of the penalty points scheme is to improve the levels of compliance and help improve the standards, safety and protection of the travelling public.

5.2.4 The Code of Conduct is designed to remind all drivers of their responsibilities whilst operating as a licensed driver and to ensure a professional level of service is provided to the travelling public, improve standards and public safety.

5.2.5 Any breaches of the Code of Conduct can be dealt with under the Penalty Point Scheme.

Appendix A

Hackney Carriage Vehicle Specification

1. When licensing hackney carriage vehicles, the Council must consider the need for safety, convenience, and comfort of passengers in vehicles that operate in rural, urban and motorway environments. The size and engine capacity have also to be considered given that all vehicles are required to carry their licensed number of passengers together with their luggage. The Council considers that a vehicle should be of manufacturers' original specification and shall be as constructed and designed:

    a. The Carriage of not less than 4 but not more than 8 passengers with the provision of a seatbelt for each passenger.

    b. With the seat provided for each passenger having a minimum width of 405 millimeters (16 inches) measured across its narrowest part.

    c. Not to be left-hand drive. Right hand drive passenger vehicles offer the driver clearer and safer vision in an overtaking manoeuvre and eliminate the need for a front seat passenger to alight from the vehicle into the road.

    d. With an engine having capacity of at least 1400cc, including vehicles badged by the manufacturer as "1.4 cc" models. Any hybrid/LPG, electric or other alternatively powered vehicle must have an equal or greater power output to a 1400cc engine.

    e. To have windows to the side and rear providing natural light to passenger compartment.

2. In the interest of safety each vehicle should have a minimum 4 doors, which are capable of being opened from the inside.

3. The passenger carrying capacity will be at the discretion of the Council however but shall usually be such for the carriage of not less than 4 and not more than 8 passengers with the provision of a seatbelt for each passenger.

4. The vehicle seats must have these specifications:

    a. The rear seat of the vehicle must be a minimum of 1.22 meters long (405 millimeters, 16 inches per person).

    b. All seats must be fitted with fully operational seat belts.

    c. The number of passenger seats must remain as stated on the vehicle licence.

    d. There must be no alteration to the seating configuration without notifying the Council.

    e. All seats must be forward or rear facing.

f. All vehicles must be able to seat all passengers in comfort with sufficient legroom for all passengers.

g. The seat covering must be clean and in a good state of repair.

5. The vehicle and its fittings must, when being always presented for inspection and during when it is licensed and available for hire:

   a. Be safe

   b. Be tidy

   c. Be clean

   d. Comply with all relevant statutory requirements applicable to the class of vehicle to which it belongs including, but without prejudice to the Motor Vehicle (Construction and Use) Regulations which currently apply.

6. The vehicle must be maintained throughout the term of the vehicle licence to a high standard of appearance to the complete satisfaction of the Council.

7. The licensed vehicle shall be white and no other colour.

8. All paintwork will be professionally finished **(no colour wrapping of vehicles is permitted**) and the vehicle free from dents and damage to either or fittings. Bare metal, primer paint, visible rust, and perforations will not be permitted.

9. In the interests of safety and reassurance of passengers, the Council will only licence vehicles whose windows have factory installed **window** tinting in the passenger windows only. Vehicles with mirrored glass or tinting applied post manufacture will not be licensed.

Wheelchair Accessible Vehicles

10. In the case of all hackney vehicles that are built or adapted for disabled passengers, the design of the vehicle should ensure that any wheelchair is loaded from the side rather than the rear of the vehicle where possible. Vehicles adapted to load wheelchairs both from the side and rear are acceptable.

11. The Council will only consider licensing vehicles converted or adapted to carry wheelchairs if the conversion is approved by an Institute of Automotive Engineers Assessor. The licence applicant must produce the original certificate from the approved Institute of Automotive Engineers Assessor as part of their licence application.

12. Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307) and the original testing certificate must be presented to the **Taxi** Licensing **Service** as part of the licence application.

Roof signage

13. Hackney carriages must have a sign complying with the following criteria. The sign must:

    a. measure 76cm in width x 15cm in length x 16cm in height.

    b. be of "Aero" type design

    c. include the Crawley Borough Council logo in colour on the left-hand side of the front face of the sign.

    d. the logo must measure not less than 13cm in height by 13cm in width.

    e. display in the middle of the front face of the sign the following words in the format shown below:

        CRAWLEY TAXI

    f. The letters comprising the word 'CRAWLEY' shall be not less than 3cm in height, and the letters comprising the word 'TAXI' shall be not less than 7cm in height.

    g. Include the hackney carriage proprietor's licence number on the right-hand side of the front face in numbers measuring not less than 6 cm in height.

    h. The rear face of the sign there shall be displayed only the telephone number of the operator or proprietor of the vehicle, in digits measuring not less than 9cm in height. The rear face of the sign may be left blank if the operator or proprietor does not wish to display his/her telephone number.

    i. All letters and numbers displayed must be solid black in colour and be in Flute B font.

    j. The sign must be white on the front face. The sign may be red or white on the rear face but must be red at the rear when illuminated.

    k. No words or numbers may be displayed on the sign except as set out above.

14. Vehicles which have a built-in roof sign or light may be exempt from displaying the standard roof light if the Licensing Officer is satisfied that the built-in roof light is an acceptable alternative.

Door Signage

15. Door signs will be ordered and authorised by the Council only and proprietors will be advised when the door signs are ready for collection. From 1st April 2026, only the Council will produce and affix door **signs.**

16. Proprietors are responsible for collecting, paying for and affixing the signs to the lower panel of each front door of the vehicle.

17. If at any time replacement door signs are required, for example, if the signs are lost or damaged, the proprietor will be responsible for the cost of the replacement door signs and for arranging them and affixing them to the vehicle. (See 15 above from 1st April 2026**.)**

Advertising on Hackney Carriages

18. One of the standard conditions of licence for hackney carriages is that the proprietor may affix advertising if they have first applied for and obtained the Council's permission from a Council Authorised Officer before installing it on a vehicle. The Council will generally require that advertising complies with the following specifications before approval will be given for it to be affixed to the vehicle:

    a. Display screens on rear headrests **are** permitted.

    b. Full livery or half livery third party advertising is permitted on purpose-built hackney carriages (that is London-style black cab vehicles).

    c. Advertising may be displayed on the external sides of the rear doors providing the advertisement complies with the following criteria:

        i. Purpose-built hackney carriages (that is London-style black cab vehicles) may advertise inside the vehicle on the base of the occasional seats or along the bulkhead on top of the passenger/ driver partition.

        ii. Any advertisements shall not exceed 30 inches by 15 inches.

        iii. Advertisements must be of such a form as not to become easily soiled or detached.

        iv. Advertisements shall not contain matters relating to alcohol, smoking, or products or services likely to give offence to the public.

In Vehicle Closed Circuit Television (CCTV)

19. One of the standard conditions of licence for hackney carriages is that the proprietor may install CCTV into the vehicle if they have first applied for and obtained the Council's permission to do so. The Council will generally require that a CCTV system complies with the following specifications before approval will be given for it to be installed in a vehicle:

a. The CCTV system must either be capable of only recording images and not sound, or if the system is able to record sound, the proprietor must ensure that the sound recording function of the system is disabled so that only images are recorded.

b. The CCTV system must not have a visual display unit (VDU) screen inside the vehicle.

c. The CCTV system must be designed and capable of adequately recording after dark.

d. The CCTV system must be one where any recorded data is encrypted and access to the data is password protected or locked and only authorised persons can view any recordings.

NB

On 23rd September 2025, the Licensing Committee agreed to make in-vehicle CCTV, including audio and visual capabilities and a panic button to activate such in both driver and passenger areas a mandatory requirement by 1st October 2027.

Age of Vehicles and Emissions

20. From 1st April 2016, an 11-year rolling age limit was introduced for taxis unless exempted, and whilst modified for a window of time due to the COVID-19 pandemic, this limit was re-imposed on 28th March 2023 and remains in place. Vehicles already licensed at the date of adoption of this policy must, as a minimum, in the case of Petrol vehicles, meet Euro 4 standards for emissions or be capable of being retrofitted to achieve this and all newly licensed taxis must, as a minimum, meet Euro 5 standards for emissions. Vehicles older than 4 years older with an average mileage of less than 30,000 may be considered but any such application must be accompanied by original MOT certificates or other suitable documents such as a service history to verify the vehicle mileage as genuine.

21. On 01/03/2022 the Licensing Committee decided to amend the Council's published Private Hire and Hackney Carriage Licensing Policy, to take effect from 01/04/2022.

22. The Committee decided that its existing policy, which specifies that there will be an upper age limit of 11 years for licensed vehicles (referred to in the Policy in several areas including paragraph 20 of **Appendix A** and paragraph 9 of **Appendix E**) will not be applied by the Council in respect of licensed vehicles for **a** temporary period of 12 months commencing from 01/03/2022.

    Vehicles will still require a new Certificate of Compliance to remain after the 11 years and may also be inspected by a Licensing Officer, particularly if there is a concern about the vehicle being fit for purpose and/or where there are several advisories outstanding. This matter was revisited on 7th November 2022, where it was decided to re- impose the 11-year age limit from 28th March 2023. This remains in force.

Appendix B

Standard Hackney Carriage Vehicle Licence Conditions

1. This vehicle is licensed to carry a maximum of <<insert number>> passengers at any one time.

2. Where the proprietor permits another person to drive the licensed vehicle, they must ensure that that person has a valid hackney carriage driver's licence, and they must draw the following conditions of the vehicle licence to that person's attention. The proprietor is responsible for ensuring that any person who drives their licensed vehicle complies with these licence conditions.

Internal and External Licence Plates

3. The proprietor must ensure that the external licence plate provided and allocated to them by Crawley Borough Council is maintained in a clear and legible condition and is securely, **permanently** affixed to the outside of the Carriage, on or adjacent to the rear bumper. Magnets, double sided tape and Velcro are not acceptable for securing the **licence** plate.

4. The Council must be informed as soon as practicable should the external licence plate be lost, broken, coming away from the vehilceor defaced.

5. The proprietor shall not cause or permit the vehicle to be used or operated with the external licence plate so defaced that any figure or material is illegible.

6. The internal licence plate issued by the Council must be affixed to the nearside part of the windscreen in such a position where the telephone number on the rear of the internal licence plate can be clearly seen by passengers and must be always displayed.

Vehicle Change of Use

7. The proprietor must notify the Council of any intended change in use of the specified vehicle, or any change in the particulars supplied at the time of application for the licence prior to any change

Modifications to vehicle

8. If after this licence is granted a partition screen is installed in the vehicle it must be a kind which meets the specifications in **Appendix O** of the Council's published Policy and the licence holder must also ensure that they inform their insurer of this change to the vehicle.

9. Before a proprietor makes any modifications to the vehicle, including seating arrangements, they must first apply for and obtain permission from an Authorised Officer of the Council.

Vehicle Licence

10. In the event of loss or damage to this licence plate the Council must be informed immediately so that a replacement can be issued.

11. On revocation, expiry or suspension of the licence, the licence and the internal and external licence plates issued in respect of the vehicle must be immediately returned to the Council upon the Council giving such a demand in writing to the proprietor as they always remain the property of the Council.

12. The proprietor shall advise the Council in writing within 48 hours of any change of their home address, contact telephone number or email address.

Insurance

13. The proprietor shall ensure that there is in force a policy of current and correct insurance complying with the requirements of the Road Traffic Acts, and which covers the vehicle for the carriage of passengers for public hire during the currency of this licence.

14. A copy of a vehicle's current insurance document must be kept with the vehicle, and the proprietor must make it available for inspection by an Authorised Crawley Borough Council officer or any Police Officer upon request.

15. If, during the currency of this licence a new policy of insurance is obtained in relation to the licensed vehicle, a copy of the new policy or insurance cover note must be lodged with the Council within 7 days of the new insurance policy coming into effect.

Interior Appearance

16. The interior of the vehicle should always be in a clean and tidy state.

17. Carpets, upholstery and cloth trim are to be kept clean and undamaged. Good quality seat covers, and carpet mats may be used, if each is a matching set, of a colour co- ordinating with the vehicle and kept in good condition

18. All plastic fascia, door linings, roof linings and trim are to be kept free from marks, stains and damage.

19. All doors, locks and windows are to be in full working order and **be** in good condition.

20. All interior lights and fascia illumination are to be in full working order and in good condition.

21. All windows are to be kept free of dirt, grime and marks.

22. Boot space/luggage areas are to be kept clean, and any vehicle equipment properly stowed.

Tinted Windows

23. A proprietor must not affix, or allow to be affixed, window tinting to the licensed vehicle.

Other

24. Vehicles licensed to carry 5 or more passengers must also carry a glass hammer.

Accidents

25. The proprietor must inform the Council the next working day of any accident including those causing damage affecting the safety, performance or appearance of the vehicle or which may affect the comfort or convenience of passengers.

Luggage storage

26. If the licensed vehicle is either an estate car or multi-passenger vehicle, there must be luggage restraints kept in the vehicle so that passengers' luggage can be securely stowed, and the restraints must be kept in good working order.

Taximeters

27. The proprietor of a hackney carriage must ensure the vehicle is fitted with a taximeter always approved by the Council the vehicle is available for hire. The meter must be always maintained and kept in a good working order.

28. The taximeter must be set for up to the current maximum tariff agreed by the Council and the proprietor must ensure that no adjustment to the meter is be made without the Council's prior permission.

29. The proprietor must ensure the "For Hire" sign or other illuminated sign on the roof of the vehicle is linked to the taximeter or a means is provided to switch off the for-hire sign so that when the meter is switched on at the commencement of any individual hire, the roof sign is extinguished.

30. The taximeter must be kept clean and in good working order and positioned so that the fare recorded on the taximeter in plainly visible to passengers in the vehicle.

31. The taximeter must be sealed at all times and if a seal is broken the proprietor must notify the Council's Taxi Licensing Service on the next available working day.

Fare Table

32. A hackney carriage proprietor must ensure that a copy of the current fare table supplied by the Council is always on display inside the hackney carriage and that the table kept clean and undamaged and is positioned so that it is plainly visible to passengers in the vehicle.

33. A driver must, if requested by the passenger, provide them with a written receipt for the fare paid.

Smoking

34. The proprietor must ensure that the prescribed 'no smoking' signage required to be displayed under the relevant legislation (the Health Act 2006 and the Smoke-free (Signs) Regulations 2007 – or any subsequent enactment), is affixed to the interior of the vehicle.

    A licensed vehicle is defined as a workplace and an environment to which the public are exposed. The smoking of tobacco and use of vapes in any form as well as any other substances in the licensed vehicle is prohibited

Roof Sign

35. Each hackney carriage vehicle (with the exception of those vehicles with a built-in roof light) shall always display an illuminated white roof sign approved by the Council, regardless of whether the vehicle is working for public hire or personal use.

36. A proprietor must not alter the sign without first applying for and obtaining written permission from the Council to do so.

37. The illumination mechanism of the roof sign shall not be operated during any period for which the vehicle is hired.

Door Signage

38. All Hackney carriage vehicles must display permanently affixed door signs (livery) on the lower panel of each front door of the vehicle.

39. If at any time the signs become damaged or lost, the proprietor must notify the Council as soon as possible so that the Council can order replacement signs. The cost of the replacement door signs is the responsibility of the proprietor. From 1st April 2026, the production and installation of door signs (livery) will be carried out by the Council.

40. If at any time the signs become damaged or lost, the proprietor must ensure that the hackney carriage is not used for hire until the replacement door signs are affixed.

Pre-Booked Fares

Hackney Carriages may be used for pre-booked shared journeys providing they comply with the criteria below**.**

41. The vehicle's proprietor must notify the Council in writing that the vehicle is to be used for pre-booked shared journeys prior to commencement.

42. The taximeter must be calibrated for the calculation of separate fees for separate journeys and has been tested and sealed by the Council.

43. The proprietor must ensure that a record of all pre-booked shared journeys undertaken in the vehicle shall be kept by the proprietor and stored for a period of 6 months.

The hackney carriage may be used for a pre-booked shared journey only where the hirers have consented to the journey when booking in advance and where the consent of the hirer has been recorded in the record kept under Condition 43 above.

Certificate of (Mechanical) Compliance (COC)

44. The proprietor must ensure the vehicle always has a current Certificate of Compliance (COC) from a Council-approved and nominated garage whilst the vehicle is licensed. (Note: a list of Council-approved garages is available upon request from Crawley Borough Council.)

45. If a vehicle fails, its COC or the COC expires, the vehicle cannot be used as licensed hackney carriage (irrespective of whether it still has a valid MOT Certificate) until a valid COC has been issued. It also must not be used by any other person, nor for personal use.

46. As to the frequency of COCs:

    (a) Where the licensed vehicle is aged 4 years or less, the proprietor must ensure that they arrange for a COC to be obtained and lodged with the Council not less than 12 months since the last COC.
    (b) Where the licensed vehicle is aged 4 years or more, the proprietor must ensure that they arrange for a COC to be obtained and lodged with the Council not less than 6 months since the last COC.
    (c) Where the licensed vehicle has been the subject of an accident or damage, the vehicle is returning to the trade after a period of absence then a new COC may be required.

Advertising

47. The approval of **an Authorised Officer of the** Council must be sought and obtained before any advertising (or modifications to existing advertising) is **permanently** affixed to the vehicle.

Close Circuit Television (CCTV) Installation in Hackney Carriage Vehicles
***Contact the Taxi Licensing Service before installation**

48. The approval of the Council must be sought and obtained before installing a CCTV system in the vehicle.

Where CCTV has been installed in the vehicle with the Council's approval, the following conditions apply to the licence:

49. If the data recorded by the system is lockable by a key:

    (a) the proprietor must deposit all keys to the system to Crawley Borough Council; and
    (b) the proprietor must not make or seek to make another copy of the key without the Council's prior agreement.

50. If the data recorded by the system is lockable by a password:

    (a) the proprietor must provide that password to an officer of the Council and permit the officer to alter the password (so that the password is known to the Council and not the proprietor).
    (b) the proprietor must not seek to change the password without the Council's prior agreement.

51. The proprietor must not interfere, or try to interfere, with the workings of the device.

52. The proprietor must ensure that operation of the CCTV complies with the CCTV Code of Practice published by the Information Commissioner's Office (www.ico.org.uk), including the affixing of appropriate signs notifying the public that CCTV is in use in the vehicle.

53. Upon a request being made by an officer of the Council or a police officer for access to the data recorded by the CCTV system, the proprietor must present the hackney carriage immediately on the request being made to the person who requested access and allow the Council's officer or police officer, as the case maybe, to extract data from it.

NB
On 23rd September 2025, the Licensing Committee agreed to make in-vehicle CCTV, including audio and visual capabilities and a panic button to activate such in both driver and passenger areas a mandatory requirement by 1st October 2027**.**

Disability Access – the following conditions will apply to vehicles adapted to carry wheelchairs

54. Where a vehicle is designed or adapted for the carriage of passengers in a wheelchair, the following conditions shall apply:

    (a) Loading of the wheelchair must be undertaken through the **rear or** side of the vehicle.
    (b) Access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus.
    (c) Wheelchair internal anchorage must be of the manufacturer's design and construction and secured in such a position as not to obstruct any emergency exit.
    (d) Whilst public safety and comfort are the key elements that the Council considers when judging the suitability of vehicles meeting the requirements of this Policy, predicating that they should be of a side loading type, it reserves the right to deal with any application concerning other vehicle types on their own merits based on suitable expert opinion and evidence. Any such evidence or opinion will normally be required to originate from a qualified automotive engineer or similar professional.

55. If, after the licence is granted, the vehicle is converted or adapted to carry wheelchairs, the proprietor must:

    (a) Prior to use as a licensed vehicle at the time of the conversion/adaptation provide a Certificate from an approved converter, and
    (b) Notify their insurance company of the fact that the vehicle has been so adapted/converted.

56. A suitable restraint must be always available for the occupant of a wheelchair and kept in good working order.

57. If, after the licence is granted, any equipment is fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle, this must tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307) and the original testing certificate must be presented to the Council's Licensing Office before the lifting equipment is used in respect of any passenger. A copy of the certificate should also be kept in vehicle at all times and be presented to any Licensing Officer of police officer upon request.

58. There must be always kept in the vehicle either access ramps or a lift so assists the wheelchair into the vehicle. Any access ramps or lifts must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper.

59. Ramps and lifts must be securely stored in the vehicle before it may move off. Any such equipment must be maintained in good working order.

60. Where a vehicle is designed or adapted to carry a wheelchair, the proprietor shall ensure that the driver has received sufficient training to load and convey wheelchair- bound passengers.

61. There must be no alteration to the seating configuration without notifying the Council.

Appendix C

Hackney Carriage Vehicle Licensing Procedure (SUBJECT TO CHANGE)

1. Applications for renewal should be submitted at least 10 days prior to licence expiring and must be made in a form and manner directed by the Council. From July 2026, all applications must be submitted online unless specified otherwise
2. Once the application form has been received, payment must be made immediately, and a receipt will be provided to the payee at the time to document this process.
3. The fee for a hackney carriage vehicle licence must be paid and cleared before the application for licence (whether for a new or renewal) will be decided.
4. Supporting evidence of ownership, vehicle suitability and other documentation as necessary must be provided
5. Once a decision has been made to grant the licence, an internal licence plate will be issued and sent to the applicant together with their new licence and conditions of licence.

Appendix D

Hackney Carriage Byelaws

1.0 **Hackney Carriage Byelaws**

1.1 Byelaws made under Section 68 of the Town Police Clauses Act 1847, and Section 171 of the Public Health Act 1875, by the Borough Council of Crawley with respect to hackney carriages in the Borough of Crawley.

2.0 Interpretation

2.1 Throughout these byelaws "the Council" means the Borough Council of Crawley and "the District" means the Borough of Crawley.

2.2 Provisions regulating the manner in which the number of each Hackney carriage, corresponding with the number of its licence, shall be displayed.

(a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage, or on plates affixed thereto.
(b) A proprietor or driver of a hackney carriage shall:
(i) not willfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire.
(ii) not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material is illegible.

3.0 **Provisions Regulating how Hackney Carriages are to be Furnished or Provided**

3.1 The proprietor of a hackney carriage shall

(a) provide sufficient means by which any person in the carriage may communicate with the driver.
(b) cause the roof or covering to be kept watertight.
(c) provide any necessary windows and a means of opening and closing not less than one window on each side.
(d) cause the seats to be properly cushioned or covered.
(e) cause the floor to be provided with a proper carpet, mat or other suitable covering.
(f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service.
(g) provide means for securing luggage if the carriage is so constructed as to carry luggage.
(h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use.

(i) provide at least 2 doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

3.2 The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say,

(a) the taximeter shall be fitted with a key, flag, or other device the turning of which will bring the machinery of the taximeter into action and cause the word “HIRED” to appear on the face of the taximeter;
(b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taxi meter is not in action and that no fare is recorded on the face of the taximeter.
(c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate of fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in pursuance of the byelaw in that behalf.
(d) the word “FARE” shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon.
(e) the taximeter shall be so placed that all letters and figures on the face thereof are always plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figured shall be capable of being suitably illuminated during any period of hiring.
(f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

4.0 Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying
within the District in their several employments and determining whether such drivers shall wear any and what badges.

4.1 The driver of a hackney carriage shall:

(a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the positioning which no fare is recorded on the face of the taximeter.
(b) as soon as the carriage is hired by distance, and before beginning the journey, bring the machinery of the taximeter into action by moving the said key, flag or other device, so that the word “HIRED” is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring.
(c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Transport Lighting Act 1957, and at any other time at the request of the hirer.

4.2 A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.

4.3 The driver of a hackney carriage shall, when plying for hire in any street and not actually hired,

(a) proceed with reasonable speed to one of the stands fixed by the byelaw in that behalf; (or rank designated under Section 63of the Local Government (Miscellaneous Provisions) Act 1976)
(b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorized to occupy it, proceed to another stand.
(c) on arriving at a stand not already occupied by the full number of carriages authorized to occupy it, station the carriage immediately behind the carriage or carriages on the stand and to face in the same direction.
(d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward to fill the place previously occupied by the carriage driven off or moved forward.

4.4 A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.

4.5 The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.

4.6 The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.

4.7 The driver of a hackney carriage when hired to drive to any destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.

4.8 A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.

4.9 If a badge has been provided by the Council and delivered to the driver of a hackney carriage they shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible.

4.10 The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage,

(a) convey a reasonable quantity of luggage.
(b) afford reasonable assistance in loading and unloading.
(c) afford reasonable assistance in removing it to or from the entrance of any building, station or place at which they may take up or set down such person.

5.0 **Provisions fixing the stands of hackney carriages**

5.1 No longer applicable (replaced by Section 63 of the Local Government (Miscellaneous Provisions) Act 1976

6.0 Provisions fixing the rates of fares to be paid for hackney carriages within the District, and securing the due publication of such fares

6.1 No longer applicable (replaced by Section 65 of the Local Government (Miscellaneous Provisions) Act 1976.

6.2 No longer applicable (replaced by Section 65 of the Local Government (Miscellaneous Provisions) Act 1976.

6.3 Provisions securing the safe custody and re-delivery of any property accidentally left in hackney carriages and fixing the charges to be made in respect thereof**.**

6.4 The proprietor or driver of a hackney carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.

6.5 The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him,

(a) carry it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner, to a police station in the District and leave it in the custody of the officer in charge of the office on his giving a receipt for it.
(b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to 5p in the pound of its estimated value, (or the fare for the distance from the place of finding to the Police Station, whichever be the greater) but not more than £5.

7.0 Penalties

7.1 Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine.

These byelaws were made on 25 September 1974. A copy of the original byelaws is available upon request from the Taxi Licensing Service.

Appendix E

Private Hire Vehicle Specifications

Vehicle Specification

1. When licensing private hire vehicles, the Council has to consider the need for safety, convenience, and comfort of passengers in vehicles that operate in rural, urban and motorway environments. The size and engine capacity have also to be considered given that all vehicles are required to carry their licensed number of passengers together with their luggage. The Council considers that a vehicle should be of manufacturers' original specification and shall be constructed and designed:

    (a) For the Carriage of not less than 4 and not more than 8 passengers with the provision of a seatbelt for each passenger.
    (b) With the seat provided for each passenger having a minimum width of 405 millimeters (16 inches) measured across its narrowest part.
    (c) Not to be left-hand drive. Right hand drive passenger vehicles offer the driver clearer and safer vision in an overtaking man oeuvre, and also eliminate the need for a front seat passenger to alight from the vehicle into the road.
    (d) With an engine having capacity of at least 1400cc, including vehicles badged by the manufacturer as "1.4 " models. Any hybrid/LPG, electric or other alternatively powered vehicle must have an equal or greater power output to a 1400cc engine
    (e) To have windows to the side and rear providing natural light to passenger compartment.

2. In the interest of safety each vehicle should have a minimum 4 doors, which are capable of being opened from the inside.

3. The passenger carrying capacity will be at the discretion of the Council.

4. The vehicle seats must have these specifications:

    (a) The rear seat of the vehicle must be a minimum of 1.22 meters long (405 millimeters, 16 inches per person)
    (b) All seats must be fitted with fully operational seat belts
    (c) The number of passenger seats must remain as stated on the vehicle licence
    (d) There must be no alteration to the seating configuration without notifying the Council
    (e) All seats must be forward facing
    (f) All vehicles must be able to seat all passengers in comfort with sufficient legroom for all passengers
    (g) The seat covering must be clean and in a good state of repair.

5. The vehicle and its fittings must, when being presented for inspection and at all times during when it is licensed and available for hire:

(a) Be safe
(b) Be tidy
(c) Be clean
(d) Comply with all relevant statutory requirements applicable to the class of vehicle to which it belongs including, but without prejudice to the Motor Vehicle (Construction and Use) Regulations which currently apply.

6. The vehicle must be maintained throughout the term of the vehicle licence to a high standard of appearance to the complete satisfaction of the Council.

7. The licensed vehicle shall be dark in colour ed black, dark red, dark blue edark green and no other colour is permitted unless it is approved by the Council.

8. All paintwork will be professionally finished **(vehicle wrapping is not permitted)** and the vehicle free from dents and damage to either bodywork or fittings. Bare metal, primer paint, visible rust and perforations will not be permitted.

9. From 1 April 2016, an 11-year rolling age limit was introduced for private hire vehicles unless exempted. Vehicles must, as a minimum, meet Euro 4 standards for emissions and be no older than 4 years at the time of initial licensing. Vehicles older than 4 years older with an average annual mileage of less than 30,000 may be considered but any such application must be accompanied by original MOT certificates or other suitable documents such as a service history to verify the vehicle mileage as genuine. (See temporary 12-month decision relating to the age of vehicles taken by the Licensing Committee on 1 March 2022 and revision to this ending the temporary extension on 28th March 2023)

10. The Council have nominated certain garages to undertake the Certificate of Compliance on their behalf and a list of the approved garages can be obtained from the Taxi Licensing Service.

11. In the interests of safety and reassurance of passengers, the Council will only licence vehicles whose windows have factory installed tinting in the passenger windows only. Vehicles with mirrored glass or tinting applied post manufacture will not be licensed.

Private Hire Vehicles Exempt from signage

From 1st April 2025, private hire vehicles are no longer required to display door livery (signage) but may apply for this as advertising. Prior consent from the Council is required.

Some private hire operators may be exempt from displaying rear or internal licence plates. Such a request must be made in writing, which will then be considered by an Authorised Officer and a decision to approve or not provided.

Advertising on Private Hire Vehicles

12. One of the standard conditions of licence for private hire vehicles is that the proprietor may affix advertising if they have first applied for and obtained the Council's permission. The Council will generally require that advertising complies with the following specifications before approval will be given for it to be **permanently** affixed to the vehicle:

    (a) Display screens on rear headrests is permitted.
    (b) Advertisements shall not contain matters relating to alcohol, smoking, or products or services likely to give offence to the public.

Close Circuit Television (CCTV) Installation in Private Hire Vehicles
***Speak to the Taxi Licensing Service before installation**

13. The approval of the Council must be sought and obtained before installing a CCTV system in the vehicle.

Where CCTV has been installed in the vehicle with the Council's approval, the following conditions apply to the licence:

14. If the data recorded by the system is lockable by a key:

    (a) the proprietor must deposit all keys to the system to Crawley Borough Council; and
    (b) the proprietor must not make or seek to make another copy of the key without the Council's prior agreement.

15. If the data recorded by the system is lockable by a password:

    (a) the proprietor must provide that password to an officer of the Council and permit the officer to alter the password (so that the password is known to the Council and not the proprietor).
    (b) the proprietor must not seek to change the password without the Council's prior agreement.

16. The proprietor must not interfere, or try to interfere, with the workings of the device.

17. The proprietor must ensure that operation of the CCTV complies with the CCTV Code of Practice published by the Information Commissioner's Office (www.ico.org.uk), including the affixing of appropriate signs notifying the public that CCTV is in use in the vehicle.

18. Upon a request being made by an officer of the Council or a police officer for access to the data recorded by the CCTV system, the proprietor must present the hackney carriage within 48 hours of the request being made to the person who requested access and allow

the Council's officer or police officer, as the case maybe, to extract data from it.

19. Vehicles are manufactured and produced with window glass in various tints or film coatings from clear to jet-black, the latter making it impossible to view into the passenger compartment. The removal of film coating from windows is far less expensive than the changing of glass. These heavily tinted windows may be of concern to women passengers travelling alone, and parents of children travelling unaccompanied. Many of the vehicles supplied with tinted glass are acceptable, however in the interests of safety and reassurance of passengers, tinted glass or mirrored glass that restricts all view into the passenger compartment will not be accepted on licensed vehicles.

NB On 23rd September 2025, the Licensing Committee agreed to make in-vehicle CCTV, including audio and visual capabilities and a panic button to activate such in both driver and passenger areas a mandatory requirement by 1st October 2027.

Appendix F

Private Hire Vehicle Conditions of Licence

1. This vehicle is licensed to carry a maximum of <<insert number>> passengers at any one time.

Licence Plate

2. The proprietor must ensure that the licence plate provided and allocated to him by Crawley Borough Council is maintained in a clear and legible condition and is securely affixed on the Council's approved bracket to the outside of the Carriage, on or adjacent to the rear bumper. Magnets, double sided tape and Velcro are not acceptable for securing the bracket/plate. It must be permanently affixed and not removed whilst a private hire vehicle licence is in place**.**

3. The Council must be informed as soon as practicable should the licence plate be lost broken or defaced.

4. The proprietor shall not cause or permit the vehicle to be used or operated with the said plate so defaced that any figure or material particular is illegible.

5. The internal licence plate issued by the Council must be affixed to the nearside part of the windscreen in such a position where the telephone number on the rear of the internal licence plate can be clearly seen by passengers and must be displayed at all times.

Vehicle Change of Use

6. The proprietor must notify the Council of any intended change in use of the specified vehicle, or any change in the particulars supplied at the time of application for the licence.

Modifications to vehicle

7. If after this licence is granted a partition screen is installed into the vehicle it must be a kind which meet the specifications including those specified at **Appendix O** of the Council's published Policy and the licence holder must also ensure that they inform their insurer of this change to the vehicle.

8. Before a proprietor makes any modifications to the vehicle, including seating arrangements, they must first apply for and obtain permission from the Council.

9. A proprietor shall give 7 days' written notice to the Council of his intention to transfer this licence to another vehicle and shall not permit that vehicle to be hired until this licence has been endorsed by the Council.

Vehicle Licence

10. In the event of loss of or damage to this licence plate, the Council must be informed immediately so that a replacement can be issued.

11. On revocation, expiry, or suspension of the licence, the licence and the plate issued in respect of the vehicle must be returned to the Council forthwith upon the Council giving such a demand in writing to the proprietor.

12. The proprietor shall advise the Council in writing within 48 hours of any change of their home address, contact telephone number or email address.

13. The proprietor shall give 7 days' notice of his intention to transfer the licence to another vehicle and shall not permit that vehicle to be used as a licensed vehicle until the licence has been endorsed by the Council.

Insurance

14. The proprietor shall ensure that there is in force a policy of insurance with the requirements of the Road Traffic Acts, and which covers the vehicle for the carriage of passengers for hire during the currency of this licence.

15. A copy of a vehicle's current valid insurance document must be kept with the vehicle, and the proprietor must make it available for inspection by any Crawley Borough Council officer or any Police Officer upon request.

16. If, during the currency of this licence, a new policy of insurance is obtained in relation to the licensed vehicle, a copy of the new policy or insurance cover note must be lodged with the Council within 7 days of the new insurance policy coming into effect.

Interior Appearance

17. The interior of the vehicle should always be in a clean and tidy state.

18. Carpets, upholstery and cloth trim are to be kept clean and undamaged. Seat covers and carpet mats may be used, provided that each is a matching set, of a colour coordinating with the vehicle and kept in good condition.

19. All plastic fascia, door linings, roof linings and trim are to be kept free from marks, stains and damage

20. All doors, locks and windows are to be in full working order and in good condition.

21. All interior lights and fascia illumination are to be in full working order and in good condition.

22. All windows are to be kept free of dirt, grime and marks.

23. Boot space/luggage areas to be kept clean and vehicle equipment properly stowed.

Tinted Windows

24. A proprietor must not affix, or allow to be affixed, window tinting to the licensed vehicle other than that carried out at the time of vehicle manufacture by the manufacturer at the time of production.

Other

25. Vehicles licensed to carry 5 or more passengers must also carry a glass hammer.

Accidents

26. The proprietor must inform the Council the next available working day of any accident- **i**ncluding causing damage affecting the safety, performance or appearance of the vehicle or which may affect the comfort or convenience of passengers.

Luggage in Estate Cars and Multi-Purpose Vehicles

27. Luggage stowed in the boot should not be stacked above the height of the rear seats unless the vehicle is fitted with suitable luggage restraints or covers to prevent luggage from entering the passenger compartment.

Taximeters

28. All taximeters must be approved by the Council and the proprietor of a private hire vehicle which has been fitted with a taximeter must ensure that meter is maintained in a sound working condition at all times.

29. The taximeter shall be of the clock calendar type or a Council approved taximeter.

30. The taximeter must not be altered or tampered with, except with the approval of the Council and must be retested by the Council if it is altered.

31. Show the fare recorded on the taximeter in plainly legible figures and the word “FARE” shall be clearly displayed.

32. Be kept securely fixed in such a position so that the fare recorded is visible to all passengers within the vehicle at all times, and the figures shall be illuminated for this purpose whenever necessary.

33. The taximeter must be sealed at all times and if a seal is broken, the Licensing Office must be notified as soon as possible.

Two Way Radios

34. The proprietor must ensure that any radio equipment fitted to the licensed vehicles is kept in good working order at all times.

Smoking

35. The proprietor must ensure that the prescribed 'no smoking' signage required to be displayed under the relevant legislation (the Health Act 2006 and the Smoke-free (Signs) Regulations 2007 – or any subsequent enactment), is affixed to the interior of the vehicle. A licensed vehicle is defined as a workplace and an environment to which the public are exposed. The smoking of tobacco and use of vapes in any form as well as any other substances in the vehicle is prohibited.

Certificate of Compliance (COC)

36. Upon notification from the council that a compliance test must be carried out, the proprietor must ensure that the vehicle is submitted for a compliance test and provide the original Certificate of Compliance to the Council by the date required. Compliance Testing is required every 12 months for vehicles under 4 years old and every 6 months for vehicles more than 4 years old.

37. The proprietor must ensure the vehicle has a Certificate of Compliance from a Council-approved garage at all times whilst the vehicle is licensed.

38. If a vehicle fails the Certificate of Compliance test, and the vehicle still has a valid MOT Certificate the vehicle cannot be used as a licensed vehicle until a valid Certificate of Compliance has been issued. The vehicle should not be used by any person, nor for personal use.

39. A Certificate of Compliance will usually be required to confirm that a vehicle remains fit for purpose following damage or an accident and/or when the vehicle is returning to the trade and wishes to be re-licensed**.**

Advertising

40. Advertising is not permitted on or in the vehicle except as follows:

    (a) Display screens on rear headrests or in the rear compartment of wheelchair accessible vehicles.
    (b) Company name, telephone number, email address or web address may be displayed in the rear window providing the signs are transparent and it does not obscure the driver's vision.
    (c) All permitted advertising signage must be approved by an Authorised Officer of the Council prior to being affixed. External advertising must be permanently affixed to the vehicle. Temporary or magnetic signage is not permitted**.**

(d) **Top boxes (roof signs) are not permitted on private hire vehicles.**

Disability Access – the following conditions will apply to vehicles adapted or carry wheelchairs

41. Where a vehicle is designed or adapted for the carriage of passengers in a wheelchair, the following conditions shall apply:

    (a) Loading of the wheelchair must be done from side of the vehicle where possible unless the vehicle is rear loading only
    (b) Access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus.
    (c) Wheelchair internal anchorage must be of the manufacturer's design and construction and secured in such a position as not to obstruct any emergency exit.

42. If, after the licence is granted, the vehicle is converted or adapted to carry wheelchairs, the proprietor must:

    (a) within 7 days of the conversion/adaptation provide a Certificate from an approved converter, and
    (b) notify their insurance company of the fact that the vehicle has been so adapted/converted.

43. A suitable restraint must be available for the occupant of a wheelchair at all times and kept in good working order.

44. If, after the licence is granted, any equipment is fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle, this must test in accordance with the requirements of the Lifting

Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307) and the original testing certificate must be presented to the Council's Licensing Office before the lifting equipment is used in respect of any passenger. A copy of the certificate should also be kept in vehicle at all times and be presented to any Licensing Officer of police officer upon request.

45. There must be kept in the vehicle at all times either access ramps or a lift so assists the wheelchair into the vehicle. Any access ramps or lifts must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper.

46. Ramps and lifts must be securely stored in the vehicle before it may move off. Any such equipment must be maintained in good working order.

47. Where a vehicle is designed or adapted to carry a wheelchair, the proprietor shall ensure that the driver has received sufficient training to load and convey wheelchair-bound passengers.

48. All paintwork will be professionally finished and the vehicle free from dents and damage to either bodywork or fittings. Bare metal, primer paint, visible rust and perforations will not be permitted.

49. In view of the high mileage covered by private hire vehicles and the interval between examinations, the depth of tyre tread on all vehicles must be a minimum of 1,6 mm.

50. An 11 year rolling age limit is in pace for all private hire (and hackney carriage vehicles) unless exempted. Vehicles must as a mininum meet Euro 5 Standards for emissions. Vehicles older than 4 years older with an average mileage of less than 30,000 may be considered for licensing subject to mileage verification, being able to meet the Councils licence standards and attain satisfactory Certificate of (Mechanical) Compliance at the point of initial licensing and at 6 monthly intervals thereafter.

Appendix G

Private Hire Limousines and Specialty Vehicles Special Conditions

The following are a pool of standard conditions relating to specialty vehicles. The Council may decide to attach all or any of the following standard conditions (which may be in addition to some of the conditions in **Appendix F**) to the grant of a private hire vehicle licence in respect of a specialty vehicle, as may be considered appropriate in any individual case. It is also dependent upon the Councils nominated garages being able to appropriately inspect and test such vehicles to ensure that they meet Council standards and are fit for purpose.

1.0 Additional Conditions for Private Hire Limousines and Specialty Vehicles

1.1 The vehicle to be exempted is of a high quality both in terms of brand and condition.

- Vehicles which may be the accepted luxury brands such as Mercedes Benz, BMW, Jaguar, Rolls Royce, Bentley and Lexus. The highest specification executive type cars from other manufacturers may also be considered. These will be assessed on a case-by-case basis.

- The vehicle must have no visible defects, dents or blemishes to the external bodywork or internal trim. This is a spec – to be added to the pre-amble or the body of the policy.

2.0 **Types of Vehicles**

2.1 The vehicle must have one of the following:

(i) A UK Single Vehicle Approval Certificate
(ii) A European Whole Vehicle Approval Certificate
(iii) UK Low Volume Type Approval Certificate

2.2 If the vehicle has a UK Single Vehicle Approval Certificate, the Council will expect that the

vehicle will have been modified in accordance with a program approved by the original vehicle manufacturer and have appropriate documentary proof. The licensee must produce a copy of the IVA certificate at time of licensing.

3.0 Vehicle and Safety Equipment

3.1 The proprietor of a vehicle shall:

- Ensure that the vehicle and all its fittings and equipment are at all times kept in a fit, serviceable, safe and clean condition. This includes seatbelts**.**
- Ensure the vehicle is fitted with tyres that meet both the manufacturer's size and weight specification for that vehicle.
- Vehicles may be granted an exemption from the requirement under the conditions of licence for private hire vehicles to be right hand drive.
- Vehicles with sideways facing seating may be considered for private hire licensing.
- The passenger compartment of the vehicle may be fitted with darkened or blackened glass if approved by the Council.

3.2 Use of Vehicle

- Not permit to be conveyed in the vehicle more than the number of persons for which the vehicle is licensed, regardless of the age or size of the passengers (should also be a condition for standard HC/PH vehicles).
- Ensure that in any advertisement publicizing their business, the vehicle is not stated to carry any more than 8 passengers.
- Not convey any passengers in the front compartment with the driver.
- Not supply alcohol to passengers unless there is in force an appropriate authorization under the Licensing Act 2003 permitting the sale or supply of the same
- If the occupants are below the age of 18, there should be no alcohol carried in the passenger compartment.
- Any glassware in the vehicle must be made of either shatterproof glass or plastic
- The driver shall not play or permit the performance of any film, video or similar media where any passenger in the vehicle is below the age permitted by the age classification to view the particular film etc.

Appendix H (SUBJECT TO CHANGE)

Private Hire Vehicle Licence Procedures
(Subject to change)

Application Process for Private Hire Vehicle Licence New Vehicle

1. The vehicle must accord with the specifications in Appendix E.

2. Applicants must telephone the Taxi Licensing Office to make an appointment to have their vehicle licensed. From late 2026, applications can be submitted online

3. Applications for a private hire vehicle licence must be submitted on line.

4. Applicants must email all their documents relating to the vehicle, which include: -
5.
    (a) Insurance for Hire and Reward
    (b) Registration Document or Bill of Sale
    (c) Certificate of Compliance.
    (d) Vehicle Excise Tax

6. Applicants must pay the appropriate fee before the licence can be issued.

7. Applicants must ensure that the internal plate is placed in the holder provided on the windscreen as soon as they receive it with the expiry date seen from the outside of the vehicle.

8. Applicants must bring their vehicle to the Town Hall for an officer of the Council to: -

    (a) Check for the Council approved advertising (where applicable)
    (b) Check for the Council approved rear licence plate and internal plate (where applicable)
    (c) To check a bracket is fixed firmly to the exterior of the vehicle (where applicable)
    (d) to fix an external plate to the Council approved bracket (where applicable)

NB Original documentation may be requested and should be available.

Application Process for Private Hire Vehicle Licence Renewal

9. Applications for renewal should be submitted at least 10 days prior to the vehicle Licence expiring.

10. Once an invoice is raised, it will be sent to the applicant the next working day.

11. The fee must accompany the application.

12. An internal licence plate will be issued and sent to the applicant.

13. Applicants who fail to renew their vehicle licence on time will be required to submit a new application and will also be required to comply with the conditions set out in **Appendix D**

Application Process for Private Hire Vehicle Licence Transfer of vehicle

14. Applicants must telephone the licensing office to make an appointment to transfer the licence to another vehicle.

15. Vehicles must comply with the conditions of licence outlined in **Appendix D** above.

16. Applications for a private hire vehicle licence transfer must be submitted on the relevant application form.

17. Applicants must bring all their documents relating to the vehicle which includes: -

    (a) Insurance for Hire and Reward
    (b) Registration Document or Bill of Sale
    (c) Certificate of Compliance.
    (d) Vehicle Excise Tax

18. An invoice will be raised for the applicant to pay the appropriate fee.

19. An internal licence plate will be issued.

20. Applicants must ensure that the internal plate is placed in the holder provided on the windscreen as soon as they receive it with the expiry date seen from the outside of the vehicle.

21. An external licence plate will be issued and fixed to the bracket on the rear of the vehicle by the Council

22. A paper licence will generally be issued

23. Applicants must bring their vehicle to the Town Hall for an Officer of the Council to: -

    (a) Check for the Council approved vehicle advertising (where applicable)
    (b) Check for the Council approved rear and internal licence plate (where applicable)
    (c) To check a bracket is fixed firmly to the exterior of the vehicle (where applicable)
    (d) to fix an external plate to the Council approved bracket (where applicable)

Application Process for Private Hire Vehicle Licence Transfer of ownership

24. Applicants must telephone the licensing office to make an appointment to transfer the licence to another person.

25. Vehicles must comply with the conditions of licence outlined in **Appendix D** above.

26. Applications for a private hire vehicle licence transfer of ownership must be submitted on form PHV/1.

27. Applicants must email all their documents relating to the vehicle which includes: -

    (a) Insurance for Hire and Reward
    (b) Registration Document or Bill of Sale
    (c) Certificate of Compliance. Vehicle Excise Licence (Tax)
    (d) A letter from the existing licence holder authorising the transfer of the licence

28. An invoice will be raised for the applicant to pay the appropriate fee.

29. The Council will determine whether a new external plate is required. If required, this will be issued and fixed to the rear of the vehicle by the **Taxi** Licensing **Service** in the appropriate colour.

30. A paper licence will be issued

Appendix I (SUBJECT TO CHANGE)

Private Hire and Hackney Carriage Drivers' Licences Procedures
(Subject to change)

1. In determining your application, you are required to declare all convictions / cautions/ offences. The Council as Licensing Authority is entitled to consider all convictions whether or not they may be considered "spent" for other purposes.

2. A Crawley Borough Council Private Hire Driver may drive a 'private hire' vehicle licensed by this Authority, must have 'private hire' or 'hire and reward' insurance, must drive on a circuit for a Crawley Borough Council licensed 'Operator', whilst on this circuit, all 'hire and/or reward' passengers must be pre- booked through the 'operator', a Private Hire Driver may not use or park a vehicle on or near (plying for hire) any appointed 'taxi' rank, a Private Hire Driver may not drop-off or pick- up any passenger on or near an appointed 'taxi' rank and may not be 'hailed' in the street.

3. Following the grant of a licence, any breach of condition or action(s) contrary to the relevant legislation, any criminal or motoring record will be given due consideration by the Council and may result in the suspension, revocation or refusal to renew any such licence.

4. All applicants for the grant of a driver's licence must satisfy the criteria set out below.

Driving History

5. Applicants must have held or be in possession of a full UK driving licence which they must have held for at least 12 months and present same for inspection at the time of application. Please note if you have been issued with a photo card, this must be provided.

6. Submit a completed DVLA driving licence disclosure form. This will be provided and can be completed at the time you are submitting your application at the Town Hall.

7. If your DVLA licence is revoked or you are disqualified for any reason, the Council may automatically revoke your Private Hire or Hackney Carriage Driver's Licence.

Medical Certificate

8. A medical must be carried out on the Council's prescribed form by an applicant or drivers own GP or a medical practice nominated by the Council to conduct such. The medical test will be carried out to DVLA Group II (2) specification. This medical must be completed to the satisfaction of the Council before a Licence can be issued. The Council will only accept a medical certificate produced on the Council's prescribed form. No other form of certificate will be accepted. The Medical Form will be provided when you submit your application. A medical is required every 3 years until you reach the age of 60 and then annually **thereafter**. The Group II (2) Medical Assessment and form must only be carried

out and completed by applicants own GP. Third Party agents or private suppliers of this service are not permitted. However, the Council as Licensing Authority may direct an applicant's case to an alternative provider if their own surgery is unable to provide a Group II Medical Assessment and/or to the Councils Authorised Medical Practitioner if it considers appropriate to do so as part of the "fit and proper" test. Fees are payable by the individual for this service.

Photographs

9. Drivers must provide a photograph which is no more than 1 month old at the time you submit your application and must be a true likeness. It must meet the same criteria and standards of that required by the Passport Office

Driving Standards Agency Test(s)

Private Hire Driver applicants will be required to pass the Taxi/Private Hired Driver assessment and provide certificated proof before the issue of the licence. The proprietor of a Wheelchair Accessible Vehicle will be responsible for ensuring any driver of the vehicle has completed the Wheelchair Assessment course.

Wheelchair Assessment Tests must be undertaken by all hackney carriage drivers and private hire drivers who intend to drive a Wheelchair Accessible Vehicle to ensure that the driver meets the required legal safety standard when loading and securing wheelchairs. The training will be identified by Crawley Borough Council and delivered through a provider of their choice by no later than 1st March 2027. This is to ensure that they operate to a consistent standard and can provide a safe and suitable level of transport service to disabled and vulnerable passengers.

10. Hackney Carriage Driver applicants will be required to pass the Taxi/ Private Hire **driving** assessment and Wheelchair Accessibility Test and provide certificated proof of both before the issue of the licence.

Knowledge Test

11. All applicants are required to pass the Council's knowledge test. Applicants who wish to be exempt from sitting the Council's knowledge test must provide detailed information why the Council should deviate from this Policy. All applicants for hackney carriage and private hire driver's licences must successfully complete a Knowledge Test. The Knowledge Test will be set by the Council and cover a range of matters including matters covered by this Policy, licence conditions and or bylaws as applicable, safeguarding and the Highway Code. A topographical test (routes) and location of specific landmarks, businesses and other key buildings will also form part of the test for both hackney carriage and private hire driver applicants**.**

Hackney Carriage Knowledge Test

12. This test is advanced and requires an excellent knowledge of Crawley's streets, roads, closes, courts, terraces, walks, major buildings, pubs, hotels, public buildings etc. and the shortest route between such points

Private Hire Knowledge Test

13. This is a computerised test, which is held at the Town Hall. There are different categories of questions.

14. Successful applicants will be issued with a pass certificate. If there are any difficulties anticipated with the knowledge test, applicants must make the Licensing Service aware within sufficient time prior to the actual date to the test.

Knowledge Test & Other General Information

15. No mechanical/electrical devices or other means of assistance will be allowed into the test. The applicant will be required to provide photographic identification on the day of the test.

16. Applicants who are attending a knowledge test must bring with them the following: -

    (a) Photographic Identification. (E.g. passport or photographic DVLA licence
    (b) The Council's letter of knowledge test notification.

17. If applicants fail to bring any of the above documents, the test will be cancelled and a further knowledge test will have to be arranged. The cost for the first knowledge test is included in the initial fee; if the applicant fails this test, there will be a further charge for any subsequent "re- sits".

18. The test will be conducted and controlled by Officers of the Council at the Town Hall. At the end of the test, you will be advised of the results. Providing all other criteria has been met and there are no outstanding issues, an appointment may be made to arrange for the issue of the Licence.

Safeguarding Training

19. All applicants are required to undergo Safeguarding Training prior to being licensed, and current and new licensed drivers must complete it. This training is provided by the Councils nominated supplier(s)

English Language

20. All drivers must be able to demonstrate a good standard of written and verbal English Language as detailed in the Policy.

Disability Awareness Training

21. All applicants are required to undergo Disability Awareness Training. This training is undertaken online with a Council nominated provider, and questions have also been incorporated within the Council's knowledge test.

22. Applicants who fail the Disability Awareness Training will be required to re-sit the training and pass before a licence can be issued.

Safeguarding Training

23. Essential Safeguarding Training for Taxi Drivers (via **the Councils Nominated Providers)** must be passed as part of the mandatory steps within the licensing process

Proof of Identification

24. Applicants must submit 2 forms of photo identification, one of which must be a Passport

25. The following documents may also help to support proof of identity; however, they will not be accepted as an alternative to adequate photographic identification (Please note only original documents/certified copies will be accepted).

    (a) Birth Certificate
    (b) P45/P60
    (b) Photo/Paper driving licence (Not EU)
    (c) Marriage Certificate

26. Applicants must submit 2 forms of proof of address, from the list below. Please note, these documents must be no more than 3 months older than the date of issue.

    (a) Utility bill (not mobile phone bill)
    (b) Credit Card Statement, Bank Statement or Mortgage Statement
    (c) Rent Account or Council Tax Record

If names are not identical on each document, the application will not be accepted until all the documents show the same name.

1. Applicants must provide printed proof of their National Insurance Number. E.g., Wage slip or P60.

Fees and Charges

2. The cost of the Council's taxi and private hire fees and charges can be obtained from the Taxi Licensing Service, or via the Councils website www.crawley.gov.uk

Border and Immigration

3. Applicants must satisfy **UK Visas and Immigration** that the conditions of the applicant's passport and residency permission are compatible with the licence applied for and will undergo a "Right To Work" check.

4. You are also advised that it is the Council's policy to consult with UK Visas and Immigration if it deems necessary, to ensure that the applicant's rights of residency are compatible with the licence applied for.

5. At the current time, applicants who reside in the UK on the strength of a Student Visa cannot work on a self-employed basis. They must provide written confirmation that they intend to be employed and plan to work no more than 20 hours per week. They will also be required to provide details in writing of the Private Hire Operator intending to act as their employer, who will be required to complete the appropriate form. A copy of both of these forms will be forwarded to HM Revenue and Customs or any other organizations that the Council deems relevant.

6. Please ensure that the name, date of birth and address corresponds on all forms of identification

General Guidance

1. Upon completion of an application for either a hackney carriage or private hire drivers licence the Taxi Licensing Service will check through the application to ensure that it has been completed correctly and in full. If the applicant does not complete the application fully then it will not be processed, and the application will be returned.

2. When issued, the Enhanced DBS disclosure will detail all known offences to the Licensing Authority. Any disclosed information may be used by the Council to determine whether an applicant is a 'fit and proper' person to be issued a private hire or hackney carriage driving licence.

3. The Council will give due consideration to the merits of each individual case and if further investigation is required, the 'disclosure form' may be retained on the applicants' file until the outcome of the case. All files are kept in a secure area and are only available to the appropriate staff. If no offences are disclosed, the 'form' is destroyed.

4. Once all the forms have been completed and have been checked by the Taxi Licensing Service staff, the DBS, DVLA and UK Visas and Immigration checks will be sent off for processing by the relevant agencies.

5. On return of the DBS disclosure, the DVLA driving licence check, and any feedback from UK Visas and Immigration, the Licensing Officer will review each response. If the Officer considers the records revealed to be acceptable, the applicant will be notified regarding the details of the knowledge test.

6. If the DBS or DVLA checks reveal relevant cautions, convictions, fixed penalties, or Border and Immigration have concerns, the Licensing Officer may contact the applicant to arrange for an interview. The interview will allow the Council to discuss the full circumstances concerning the incidents revealed. The applicant will then be offered the opportunity to put all explanations of such cautions, convictions or incidents in writing, to support the application. After the interview has been completed, a report will be submitted for the consideration of the Head of Community Services or a Delegated Officer for a decision. The applicant will be notified in writing of the Council's decision.

7. The Licence will be issued subject to the laws governing the licence and Council's own standard conditions. A copy of these conditions is included in the application pack and will be supplied on the grant of any licence issued.

8. The licence will usually be issued for 3 years, but may be issued for a lesser period if so, decided by the Head of Service, for reasons relating to Visa restrictions etc. If a licence holder is stopped by a Police or Licensing Officer, the licence holder must be able to produce their licence on demand.

9. Following the submission of the application to the Council, the Applicant has 12 months to complete the application. If for any reason this has not happened, the Applicant will be required to complete the following further checks, at their own expense: -

    (a) Enhanced DBS Disclosure
    (b) Group II (2) Medical
    (c) DVLA Mandate

10. Applicants are also required to advise the Council's Licensing Section of any change(s) to their circumstances i.e., medical condition, criminal incidents, driving licence, address etc., from the time the application is submitted, to the time of issue.

Appendix J

Private Hire Driver Conditions of Licence

1. The Licence Holder must behave in a civil and orderly manner and shall take reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the licensed vehicle.

2. Where a Licence Holder has agreed to attend a certain time at a specified place or whose operator has informed the Licence Holder, he/she must attend a certain time at a specified place shall, then unless delayed or prevented by unpreventable circumstances, the Licence Holder must punctually attend with a licensed vehicle at the appointed time and place.

3. The Licence Holder must:

    (a) carry in the vehicle any luggage which a passenger requests be carried in the vehicle provided that it can be properly secured with the luggage restraints fitted to the vehicle.
    (b) provide reasonable assistance in loading and unloading such luggage.
    (c) provide reasonable assistance in removing it to or from the entrance of any building, station or place at which they may take up or set down a passenger; and
    (d) provide reasonable assistance to any passenger in alighting or entering the vehicle.

4. At any time, the Licence Holder is driving a vehicle equipped with a taxi meter, the Licence Holder must set the meter into operation at the point at which the hirer commences his journey unless the hirer expresses at the time of hiring his desire to engage by time.

5. At all times the Licence Holder is acting as a private hire driver, they must wear the badge issued by the Council around his/her neck on the lanyard supplied by the Council.

6. Where any property is left in the vehicle by a passenger, the Licence Holder must take it to a police station in the borough of Crawley within 48 hours and deposit it with a police officer, unless before they can do so, the owner claims the property.

7. The Licence Holder must not allow a passenger into their vehicle unless they have first confirmed that there is a booking in place for that passenger made by their operator.

8. The licence holder must, within 48 hours of any incident or occurrence, report in writing to this Licensing Authority if they have been arrested, charged, convicted, cautioned, issued with an immigration penalty, are under investigation for any criminal or motoring offence, have been reported for an offence, issued with a Traffic Offence Report (TOR), or received a Notice of Intended Prosecution (NIP). Similarly, they must notify the Council within 48 hours of any penalty points imposed on them for any driving offence **and/**or of any fixed penalty notice issued to them for any offence.

9. Where any of the following occur, the licensed driver must notify the Council of this fact and must do so in writing (or by email to taxis@crawley.gov.uk), so that the notification is delivered to the Council within 48 hours, except in the case of medical matters at (c)

    (a) Any change to the Licence Holder's personal details including home address, contact telephone number or email address.
    (b) If the Licence Holders changes from one private hire operator to another.
    (c) In the case of medical matters, the Council must be notified immediately, and in any case prior to the driving of any licensed vehicle.

10. The Licence Holder must not at any time permit the noise from any radio or sound system in the vehicle to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle. The licensed driver must turn off their radio/stereo if requested by a passenger.

11. The Licence Holder must not between the hours of 23:30 and 07:00 sound their horn to notify the hirer of his/her presence.

12. The Licence Holder must not, without the consent of the hirer, convey any other person in the vehicle other than the hirer.

13. The Licence Holder must, if requested by the hirer, provide the hirer a written receipt for the fare paid.

14. The Licence Holder must supply on request his/her badge number or plate number to any person who requires it.

15. The Licence Holder must ensure that any occupied wheelchair being transported in a wheelchair accessible vehicle is safely secured using the restraint system carried in the vehicle, provided such system is compatible with the wheelchair being transported.

16. The Licence Holder must comply with the Council's Code of Conduct (as set out in Appendix M of the Council's Private Hire and Hackney Carriage Licensing Policy).

17 The Licence Holder must read the Councils Hackney Carriage and Private Hire and Licensing Policy to include vehicle and driver licence conditions prior to carrying out the role of a licensed driver and ensure that during the currency of a licence, keep their knowledge of the taxi licensing regime and the Councils Hackney Carriage and Private Hire and Licensing Policy up to date for the duration of any licence that is issued to ensure compliance with the licensing regime.

18 All new applicants and licence holders must fund, attend and complete a designated Taxi Safeguarding Course, as nominated by the Council as Licensing Authority, at the time of application for a licence. Evidence of completion must be provided to the Councils Taxi Licensing Team by email to taxis@crawley.gov.uk

Appendix K

Private Hire Operator's Licence Conditions

1.0 Provision and Furnishings of Private Hire Vehicles

1.1 Should it come to the Licence Holder's attention that a vehicle on his/her/its circuit is not in a clean and tidy condition, they shall notify the proprietor and/or the driver and ensure that no jobs are given to the driver of that vehicle until the Licence Holder is satisfied that the vehicle is in a clean and tidy state.

2.0 Display of Licence Plates, Signs and Advertising

2.1 The Licence Holder shall ensure that in respect of every vehicle on his/her/its circuit has the licence plate(s) issued by the Council in respect of each vehicle it operates is correctly and securely affixed to **both the interior and** the outside of the vehicle, on or adjacent to the rear bumper, or in such other position as is agreed in writing by the Council.

2.2 The Licence Holder shall ensure all licence plates(s) referred to in Condition 2.1 are maintained in a clean and legible condition and shall inform the Council immediately should any be lost, damaged or become illegible.

2.3 Where a licence referred to in Condition 2.1 becomes lost or illegible the Licence Holder shall not give any jobs to that vehicle until such time as the licence plate is replaced by the Council.

2.4 The Licence Holder must display on the outside or inside of the vehicle in a position prescribed by the Council the following:

(a) Private hire Vehicle internal licence plate, issued by the Council on the windscreen where it is clearly visible,
(b) Exterior Vehicle Licence plate,
(c) Anything else that is required to be displayed by law but may not without first applying for and obtaining the Council's permission, allow any other sign to be affixed to any part of a vehicle.
(d) Council approved advertising on the exterior of the vehicle must be permanently affixed to the vehicle and for which prior approval from a Council Authorised Officer has been obtained

3.0 Records

3.1 The Licence Holder shall keep a permanent record of every booking of a private hire vehicle invited and accepted by him, whether direct from the hirer or by undertaking the bookings at the request of another operator. The records shall be made available for inspection by a Council Officer or Police officer upon request. The record entries must be made before the commencement of each journey and shall include:

(a) The time and date of the booking,
(b) The pickup address/location,
(c) The time and date of the pickup point,
(d) The destination address/location,
(e) The name and contact details of the hirer,
(f) The registration number of the vehicle, the name of the driver allocated for the journey, and the driver's Call sign,
(g) If the booking is a sub-contract, the details of the Operator from whom it was sub-contracted, the time of the sub-contract, the telephone number of the Operator from who it was sub-contracted, and
(h) If the booking is sub-contracted out to another Operator, the details of the Operator to whom it is sub-contracted, the time of the sub-contract, the telephone number of the Operator to whom it was sub-contracted.

3.2 All records kept by the Licence Holder pursuant to Condition 3.1 above shall be preserved for a period of at least 12 months from the date of the journey.

3.3 The Licence Holder shall keep written records of the particulars of all private hire vehicles operated by him and shall include a copy of the licensed driver's private hire licence, details of the proprietor of each vehicle, the registration number of each vehicle and driver/s of each vehicle together with any radio call sign used.

3.4 The Licence Holder shall ensure that each driver is allocated their own unique call sign.

3.5 The Licence Holder will securely retain a copy of the licenses of all drivers (whether private hire or hackney carriage) engaged to work for them and make them available for inspection by a Council officer or Police officer upon request.

3.6 The Licence Holder must ensure that every driver that works on his/her/its circuit holds a current private hire driver's licence issued by Crawley Borough Council or a current hackney carriage drivers' licence issued by Crawley Borough Council.

3.7 During all times that a vehicle is being operated by the licence holder under this licence, the licence holder must ensure that the vehicle has:

(a) a valid certificate of insurance for the vehicle to be used for hire and reward for those vehicles licensed as private hire vehicles or a valid public hire insurance policy for those vehicles with a hackney carriage vehicle licence,

(b) a valid Certificate of Compliance,
(c) a valid private hire vehicle Licence or hackney carriage proprietor licence issued by Crawley Borough Council, and
(d) a valid road fund licence.
(e) The Licence Holder is required to keep a record of all the above and allow a Council officer of Police officer to inspect them upon request.

3.8 If any documents (as above in condition 3.7) expire, the Licence Holder must ensure the driver does not work on the circuit until valid documents have been submitted to the Licence Holder.

3.9 In the event that the Licence Holder becomes aware that any of the following has occurred in respect of a licensed driver on their circuit, the Licence Holder must notify the Council within 48 hours of such knowledge coming to their attention or sooner if the Licence Holder considers that there is an immediate risk to public safety and/or which may impact upon their ability to carry out their role as a licensed driver and which may mean they are unable to meet the Group II Medical Standards required by the Council as Licensing Authority:

(a) That the driver has suffered a medical episode which means that they may be unable to meet the Group II Medical Standards required by the Council as Licensing Authority.
(b) That the driver has undergone a medical procedure which means that they may be unable to meet the Group II Medical Standards required by the Council a Licensing Authority
(c) That the driver has changed medication or commenced new medication which means that they may be unable to meet the Group II Medical Standards required by the Council as Licensing Authority.
(d) That the driver has taken medical leave from their role as a licensed driver and the reasons provided mean that they may be unable to meet the Group II Medical Standards required by the Council as Licensing Authority,

4.0 Conduct of Licence Holder

4.1 The licence holder must not accept a booking by any person to hire a private hire vehicle unless the passenger or someone on his behalf previously requested the hiring by telephone, letter, email, text or personal call to the official business premises of the licence holder.

4.2 The licence holder must not accept a request for hire (a booking) which has been communicated to them via a driver operating a private hire vehicle. To be clear: the licence holder must not accept a booking from a potential passenger made on that person's behalf by a driver in circumstances where the person approached the driver in the street seeking to hire the vehicle.

4.3 The Licence Holder must ensure that none of his office staff or agents touts for business on the street, whether or not this is nearby the Licence Holder's offices. In this context, 'tout for business' means approaching any person on the street and asking if they want to book a vehicle where that person has not approached the Licence Holder's staff first.

5.0 Miscellaneous

5.1 The Licence Holder may only operate from premises within the borough of Crawley, and:

(a) such premises are not to be used by any other holder of a Private Hire Operator's Licence.
(b) the address of any and all such premises are those set out on the face of this Licence, and these may only be changed with the written consent of the Council (such consent shall not be unreasonably withheld); and
(c) the premises, or one of them, shall be identified by the Licence Holder as the primary premises at which the records required to be retained under conditions 3.1 and 3.7 shall be accessible to the Council.

5.2 The Licence Holder must seek the Council's consent to any change of premises not less than 14 days prior to any proposed change of premises.

(a) The licence holder may only trade under this licence using one of the following names:
(b) his/her/its own name, or
(c) the trading name or one of the names which the licence holder included on the licence application form, or another trading name provided that the Licence Holder notifies the Council at least 14 days prior to the intended change to name under which the Licence Holder intends to trade

5.3 This licence must be kept in the possession of the Licence Holder and must be produced when requested by a Council officer or any police officer.

5.4 In the event of loss or damage to this licence the Council's Taxi Licensing Service must be informed immediately so that a replacement licence can be issued.

5.5 This licence must not be altered or defaced in any way.

5.6 The Licence Holder must take all reasonable steps to ensure that there is no radio scanning equipment in the vehicles at any time.

5.7 The Licence Holder must not refuse a booking because the person wishing to make the booking proposes that his/her assistance dog is to travel in the vehicle with them. The Licence Holder must not make an additional charge for the carriage of a passenger's assistance dog.

5.8 The Licence Holder must not operate more vehicles than the number specified in their licence.

5.9 Upon the grant of this Licence, the Council will specify telephone number(s) which the Licence Holder may use to accept bookings. That number(s) email addresses and websites where bookings are taken may be changed with the written consent of the Council.

5.10 Where the licence holder is an individual, they must notify the Council in writing (or by email to taxis@crawley.gov.uk) if any of the following occur, and must do so within 48 hours of the event occurring

(a) Any change to the licence holder's personal details including home address, contact telephone number or email address.
(b) If the licence holder is charged with any criminal offence including any motoring offence.
(c) Any convictions, DVLA penalty points and/or police cautions given for any criminal offence, including any motoring offence.

5.11 Where the licence holder is a company, a director or the secretary must notify the Council in writing (or by email to taxis@crawley.gov.uk) if any of the following occur, and must do so within 48 hours of the event occurring

(a) Any change to the licence holder's details including the registered address, contact telephone number or email address.
(b) If the licence holder is charged with any **civil or** criminal offence including any motoring or **civil matter**.
(c) If any Director or the Company Secretary is charged with any criminal offence or motoring offence.
(d) If any Director or the Company Secretary is convicted, awarded DVLA penalty points and/or given a police caution for any criminal offence or motoring offence.
(e) The details, including full name, home address and telephone contact number, of any director or company secretary appointed after the licence is granted.

5.12 The Licence Holder must comply with the Council's Code of Conduct (as set out in **Appendix M** of the Council's Private Hire and Hackney Carriage Licensing Policy).

6.0 Connections

6.1 The Licence Holder shall not permit any person to participate in the management, taking or allocating of bookings who:

(a) has been convicted within the previous 5 years of an offence under the Local

Government (Miscellaneous Provisions) Act, 1976 ("LG(MP)A 1976").
(b) has been convicted on any other criminal offence within previous 3 years.
(c) has had a licence under the LG(MP)A 1976 refused, revoked or suspended within the previous 5 years.

6.2 The Licence Holder shall not operate any private hire vehicle or Hackney carriage for or on behalf of any person who:

(a) has been convicted within the previous 5 years of an offence under the LG(MP)A 1976;
(b) has been convicted on any other criminal offence within previous 3 years;
(c) has had a licence under the LG(MP)A 1976 refused, revoked or suspended within the previous 5 years.

Save that the operator may operate any driver or vehicle that has a valid private hire driver's or vehicle licence issued by Crawley Borough Council.

7.0 Other Licences

7.1 The Licence Holder shall not hold an Operator's Licence issued by any other Council which allows him to operate from premises in the borough of Crawley.

8.0 Complaints

8.1 The Licence Holder must investigate any complaints from customers.

8.2 The Licence Holder must keep records of:

(a) any complaints received,
(b) the details of the investigation into each complaint, and
(c) the details of any action taken in response to each complaint.

8.3 Within 7 days of receiving a complaint, the Licence Holder must provide the following information in writing to the Council:

(a) the details of the complaint,
(b) the details of the investigation including any findings, and
(c) details of any action taken.

9.0 Booking and dispatch staff checks and records

9.1 The Licence Holder must have a written policy on employing ex-offenders ("Ex-Offender Employment Policy") which has been drafted after having considered the Statutory Taxi and Private Hire Vehicle Standards (2023) generally.

9.2 Where this licence was granted upon an application to renew, and the previous licence did not have Condition 9.1 attached to it, the Licence Holder must draft their Ex-Offender Employment Policy within 1 month of the grant of this licence and must provide a copy of it to the Council by email (taxis@crawley.gov.uk).

9.3 The Licence Holder must provide upon request a copy of their Ex-Offender Employment Policy to any Council officer or police officer.

9.4 The Licence Holder must maintain a written (which may be electronic) register of all persons who take bookings and dispatch vehicles for the Licence Holder, whether they are an employee or have some other relationship to the Licence Holder ("the Register").

9.5 Where this licence was granted upon an application to renew and the previous licence did not have Condition 9.4 attached to it, the Licence Holder must compile the Register no later than 2 months after the grant of this licence. Upon compiling the Register for the first time, the Licence Holder must have sight of a Basic DBS check for each person being entered onto the Register and that check must be no older than 3 months on the date it is sighted.

9.6 The Licence Holder must have sight of a Basic DBS check (which must be no older than 3 months on the date it is sighted) every 6 months for all persons on the Register.

9.7 The Register must contain the following details in respect of each person entered:

(a) Full Name,
(b) Residential address,
(c) Mobile telephone number and any home telephone number,
(d) Date of birth,
(e) When the person commenced employment (or, if they are not an employee, the date they commenced their working relationship) with the Licence Holder
(f) The date that they were entered onto the Register,
(g) The date(s) on which the Licence Holder sighted a Basic DBS Check in respect of that person and the date(s) that each of those DBS checks were issued,
(h) Whether, in the Licence Holder's opinion and in light of their Ex-Offender Employment Policy, they believe the person is suitable to decide who is sent/dispatched to carry a child or vulnerable adult unaccompanied in a car.

9.8 The Register must be kept up to date and the records relating to each person within it must be retained for six (6) months from the date of the last booking and/or dispatch carried out by that person, regardless of whether the person subsequently ceased their employment/relationship with the Licence Holder.

9.9 For all new staff who are to be engaged to take bookings and/or dispatch vehicles (and

who, upon being engaged, will be required to be placed on the Register), the Licence Holder must ensure that their employment contract/arrangement with the Licence Holder includes a requirement that the person must notify the Licence Holder within 48 hours of any of the following:

(a) Being issued with a simple caution.
(b) Being convicted of any criminal offence.
(c) Being issued with an immigration penalty.
(d) Being charged with any criminal offence.

9.10 The Licence Holder must upon request produce the Register or any information held within it to any Council officer or Police officer.

10. **Safeguarding Training**

10.1 The Licence Holder must fund, attend and complete a Safeguarding course, as nominated by Crawley Borough Council as the Licensing Authority. Evidence of completion must be provided to the Council's Taxi Licensing Service by email to taxis@crawley.gov.uk

NB In the case of a company being named as a licence holder, all named Directors and Company Secretary as well as any other specified individuals must comply with the above condition.

11. Knowledge of Taxi & Private Hire Policy

The Licence Holder must read the Council's Private Hire and Hackney Carriage Licensing Policy, including vehicle and driver licence conditions, prior to carrying out the role of licensed operator and ensure that during the currency of a licence that they keep their knowledge of the taxi licensing regime and Council's Private Hire and Hackney Carriage Licensing Policy up to date to ensure compliance with the licensing regime.

12. Criminal/Driving Convictions, Charges and Cautions

12.1 In the event that the Licence Holder becomes aware that any of the following has occurred in respect of a licensed driver on their circuit, the Licence Holder must notify the Council within 48 hours of such knowledge coming to their attention or sooner if the Licence Holder considers that there is an immediate risk to public safety:

a. That the driver is currently under investigation for a civil or criminal offence.

b. That the driver has been charged with a civil or criminal offence.

c. That the driver has been convicted of a civil or criminal offence or a driving offence.

d That the driver has been banned from driving or faces other proceedings which impact on their role as a licensed driver.

13. Disability Awareness Training (DAT)

All new Operator applicants, , are required to undertake recognised Disability Awareness and equality training in relation to disabled and vulnerable passengers as part of their professional development before an application will be granted The training will be identified by Crawley Borough Council and delivered through a provider of the Council's choice.

Exisiting Operators must complete the same training by no later than 1st March 2027.

Appendix L

Enforcement

In most cases where there are reasons to believe that enforcement action against a licence holder may be required, the procedure to be followed is that set out in the Council's General Enforcement Policy, available on the Council's website at www.crawley.gov.uk, in particular the procedure relating to enforcement reviews. The following should therefore be read in conjunction with, and is in addition to, the Council's General Enforcement Policy.

In making any decisions, in addition to the legislative framework, and this Policy, the Council will have regard to a range of other Guidance and Best Practice when considering its approach and making decisions within the hackney carriage and private hire regime. This includes the following, but it is not exhaustive list:

- The Statutory Private Hire and Taxi Standards 2020/2022 Statutory taxi and private hire vehicle standards - GOV.UK (www.gov.uk)
- Taxi and Private Hire Best Practice Guidance 2010/2023 Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK (www.gov.uk)

Set out below are the factors, both in relation to criminal activity and other types of unacceptable behaviour and factors of concern, which will be considered when the delegated officer is considering whether or not they are satisfied that a person is a fit and proper person to hold a licence. The Council's overriding consideration will be the protection of public safety based on a balance of probability test concerning information it is made aware of and any subsequent enquiries.

1.0 General matters

1.0 Each case will be decided on its own merits.

1.1 In determining if a person is fit and proper, the Council is entitled to consider all matters concerning that applicant or licensee. They are not simply concerned with that person's behaviour whilst working in the hackney carriage or private hire trade. This consideration is far wider than simply criminal convictions or other evidence of unacceptable behaviour, and the entire character of the individual will be considered. This can include, but is not limited to, the individual's attitude and temperament.

1.2 It is important to recognise that matters which have not resulted in a criminal conviction (whether that is the result of an acquittal, a conviction being quashed, decision not to prosecute or an investigation which is continuing where the individual has been bailed or released under investigation) can and will be considered by the Council. In addition, complaints where there was no police involvement will also be considered. Within this document, any reference to "conviction" will also include matters that amount to criminal behaviour, but which have not resulted in a conviction.

1.3 Generally, where a person has more than one conviction, this will raise serious questions about their safety and suitability. The Council is looking for fit and proper individuals, and once a pattern or trend of repeated offending is apparent, a licence will not be granted or renewed.

1.4 Where an applicant/ licence holder is convicted of an offence which is not detailed in this guidance, the Council will take that conviction into account and use these guidelines as an indication of the approach that should be taken.

1.5 These guidelines do not replace the duty of the Council to refuse to grant a licence where they are not satisfied that the applicant for licensee is a fit and proper person. Where a situation is not covered by these guidelines, the Council consider the matter from first principles and determine the fitness and propriety of the individual.

1.6 Where a period is given below, it is a minimum in considering whether a licence should be granted, renewed or, after revocation, a new licence granted in most cases. The Council'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.

1.7 Any reference in this Appendix to Penalty Points is a reference to penalty points imposed on a person's DVLA driver's licence.

2.0 Drivers

2.1 As the criteria for determining whether an individual should be granted or retain a hackney carriage driver's licence are identical to the criteria for a private hire driver's licence, the two are considered together.

2.2 A driver has direct responsibility for the safety of their passengers, direct responsibility for the safety of other road users, and significant control over passengers who are in the vehicle. As those passengers may be alone, and may also be vulnerable, any previous convictions or unacceptable behaviour will weigh heavily against a licence being granted or retained.

2.3 Where an applicant/licence holder has more than one conviction showing a pattern or tendency irrespective of time since the convictions, serious consideration will need to be given as to whether they are a fit and proper person.

2.4 In relation to single convictions, the following time periods should elapse following

completion of the sentence (or the date of conviction if a fine was imposed or the date on which Penalty Points were imposed for driving offences if no fine) before a licence will be granted. In respect of convictions of existing licence holders who have committed offences as specified below, their licences will be revoked and the periods below should then elapse following completion of the sentence (or the date of conviction if a fine was imposed or the date on which Penalty Points were imposed for driving offences if no fine) before a new licence will be granted.

3.0 Crimes resulting in Death

3.1 Where an applicant/licence holder 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.

4.0 Exploitation

4.1 Where an applicant/licence holder 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 exploitation, grooming, psychological, emotional or financial abuse, but this is not an exhaustive list.

5.0 Offences involving Violence

5.1 Where an applicant/licence holder has a conviction for an offence of violence, 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.

6.0 Possession of a Weapon

6.1 Where an applicant/licence holder 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.

7.0 Sex and Indecency Offences

7.1 Where an applicant/licence holder has a conviction for any offence involving or connected with illegal sexual activity or any form of indecency, a licence will not be granted.

7.2 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 and will revoke the licence of any licence holder who is placed on such a register or list.

8.0 Dishonesty

8.1 Where an applicant/licence holder has a conviction for any offence of dishonesty, or 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.

9.0 Drugs

9.1 Where an applicant/licence holder 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.

9.2 Where an applicant/licence holder 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 will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

9.3 All new applicants for a driver's licence will usually have to undergo drugs testing when applying for an initial licence to demonstrate that they are not using controlled drugs.

9.4 Where the Council has suspicion that a driver may be using controlled drugs, they will be required to submit to drugs testing which will be undertaken by an authorised Council Officer or Council Nominated setting and trained testers. Officer.

10.0 Discrimination

10.1 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.

11.0 Motoring Offences

Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. Any motoring conviction demonstrates a lack of professionalism and will be considered seriously. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the grant of a licence or may not result in action against an existing licence. Subsequent convictions/offences resulting the issuing of Penalty Points reinforce the fact that the licensee does not take their professional responsibilities seriously and is therefore not a fit and proper person to be granted or retain a licence.

12.0 Drink Driving/Driving under the Influence of Drugs/using a Hand-Held Telephone or Handheld Device whilst Driving

12.1 Where an applicant/licence holder 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 these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

12.2 Where an applicant/licence holder 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.

13.0 Other Motoring Offences

13.1 A minor traffic or vehicle related offence is one which does not involve loss of life, driving under the influence of drink or drugs, driving whilst using a mobile phone or other handheld device, and has not resulted in injury to any person or damage to any property (including vehicles).

13.2 Where an applicant seeks to become a licensed driver, they must not have more than 3 DVLA Penalty Points on their DVLA Driving Licence.

13.3 If an existing licence holder has 7 or more DVLA Penalty Points for minor traffic or similar offences, a licence will not be renewed or granted until at least 5 years have elapsed since the completion of any sentence imposed

13.4 Where an applicant/licence holder has lost their licence through 'totting up' of Penalty Points (TT99), a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

13.5 A major traffic or vehicle related offence is one which is not covered above and also any offence which resulted in injury to any person or damage to any property (including vehicles). It also includes driving without insurance, or any offence connected with motor insurance. Where an applicant/licence holder has a conviction for a major traffic offence or similar offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

14.0 Hackney Carriage and Private Hire Offences

14.1 Where an applicant has a conviction for an offence concerned with or connected to hackney carriage or private hire activity (excluding vehicle use), a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

15.0 Vehicle use Offences

15.1 Where an applicant has a conviction for any offence which involved the use of a vehicle (including hackney carriages and private hire vehicles), a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

16.0 Private Hire Operators

16.1 A private hire operator does not have direct responsibility for the safety of passengers, other road users or direct contact with passengers who are in the private hire vehicle (except where they are also licensed as a private hire driver). However, in performing their duties they obtain and hold considerable amounts of personal and private information about their passengers which must be treated in confidence and not revealed to others or used by the operator or their staff for criminal or other unacceptable purposes.

16.2 As stated above, where an applicant/licence holder has more than one conviction, serious consideration will need to be given as to whether they are a fit and proper person.

16.3 Operators must ensure that any staff that are used within the business (whether employees or independent contractors) and are able to access any information as described above are subject to the same standards as the operator themselves. This can be effected by means of the individual staff member being required by the operator to obtain a Standard DBS certificate. If an operator is found not to be applying the required standards and using staff that do not meet the licensing authority's overall criteria, that will lead to the operator's licence being revoked.

16.4 As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to operators as those applied to drivers, which are outlined above.

17.0 Vehicle proprietors

17.1 Vehicle proprietors (both hackney carriage and private hire) have two principal responsibilities.

17.2 Firstly, they must ensure that the vehicle is maintained to an acceptable standard at all times.

17.3 Secondly, they must ensure that the vehicle is not used for illegal or illicit purposes.

17.4 As stated above, where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a fit proper person to be granted or retain a vehicle licence.

17.5 As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to proprietors as those applied to drivers, which are outlined above.

18.0 Cautions and Endorsable Fixed Penalties

18.1 For the purpose of these guidelines' simple cautions and endorsable fixed penalties shall be treated as though they were convictions.

Appendix M

Code of Conduct

This Code should be read in conjunction with the other statutory and policy requirements set out in this document.

Responsibility to the Trade

1. All licence holders shall endeavor to promote the image of the Council, hackney carriage and private hire trades by:

   (a) complying with the Code of Conduct.
   (b) complying with all the conditions of their licence, byelaws and Crawley Borough Council's Hackney Carriage and Private Hire Licensing Policy.
   (c) behaving in a civil, orderly and responsible manner at all times.

2. By accepting their licence, the holder is deemed to have accepted the above terms and conditions.

Responsibility to Passengers

3. All licence holders shall:

   (a) maintain their vehicle(s) in a safe and satisfactory condition at all times.
   (b) keep their vehicle(s) clean and suitable for hire to the public at all times.
   (c) attend punctually when undertaking pre-booked hires.
   (d) assist, where necessary, a passenger into and out of the vehicle without the passenger incurring additional cost.
   (e) provide reasonable assistance to passengers with their luggage.

Responsibility to Residents

4. To avoid nuisance to residents when picking up or waiting for a fare, all licensed drivers shall:

   (a) not sound the vehicle's horn between the hours of 23:30 and 07:00 to notify the hirer of his/her presence.
   (b) keep the volume of music, media player, media systems and radios (both commercial radio and communication radios) to a minimum.
   (c) switch off the engine when waiting for hire, a booking, or if required to wait for a passenger.
   (d) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood, which might arise from the conduct of their business.
   (e) park in a safe and legal manner if waiting to collect a passenger, and not cause an unreasonable or prolonged obstruction to other road users.

Responsibilities at Ranks

5. Hackney Carriage Driver Licence holders shall: -

(a) rank in an orderly manner and proceed along the rank in order and promptly.
(b) remain in attendance of their vehicle at all times.
(c) not allow their music media players or any form of radio to cause disturbance to residents of the neighbourhood; and
(d) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.
(e) not sound the vehicle's horn or shout from a stationary vehicle whilst sitting waiting at the taxi rank. This includes requesting other drivers to move up the rank.

General

6. All licensed drivers shall: -

(a) pay attention to personal hygiene and dress so as to present a professional image to the public.
(b) be polite, helpful, and fair to passengers.
(c) drive with care and due consideration for other road users and pedestrians.
(d) obey all Traffic Regulation Orders and directions at all times.
(e) not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle.
(f) not drive while having misused legal or taken illegal drugs.
(g) fulfil their responsibility to ensure that adequate rest periods are taken during and after the working day.
(h) not eat in the vehicle in the presence of customers.
(i) not conduct communications from hands free devices when carrying out a booking; and
(j) respect Council Officers at the Authority Offices and elsewhere during the normal course of their duties.

Appendix N

Penalty Points Scheme

Issue of Penalty Points

1. Concerns or complaints concerning alleged breaches of conduct, conditions of licence or policy will be subject to investigation by a Licensing Officer who may then issue Penalty Points.

2. Where a licence holder accumulates 12 or more penalty points in any 12-month period, the matter will be referred to the Licensing and Partnerships Manager**,** for consideration by the Head of Service who may then refuse to renew a licence, revoke or suspend a licence, or issue a warning to the licence holder. Each case will be considered on its merits, and action will vary, depending on the circumstances.

3. Points issued to either the proprietor of a vehicle, a driver or operator will usually be confirmed in writing within 10 working days from the discovery of the contravention.

4. The system will operate without prejudice to the Crawley Borough Council's Authority's ability to take other action that it is entitled to take under legislation, byelaws and regulations.

5. Any licence holder issued with penalty points may request the decision be reviewed. Any request for a review must be in writing and sent to the Licensing and Partnerships Manager within 21 days from the date the points were issued. The request may either be posted/delivered to the Town Hall or sent by email to taxis@crawley.gov.uk.

6. Any request for a review will be determined by theLicensing and Partnerships Manager or another officer of the same or greater seniority. The review officer will either decide to accept the review (in which case the penalty points will no longer be on the licence holder's record) or a decision to uphold the original decision to impose penalty points, in which case they have full discretion to issue fewer or greater than the original number of points issued.

7. If a decision is made to issue points to a licence holder rather than prosecute for a matter which is also a criminal offence e.g., bald tyres; no badge etc., the licence holder will not normally also be prosecuted by the Council. Such matters will be looked at on a case-by-case basis and does not preclude the Council from deciding to take other action where it considers necessary for the protection of the public.

8. Where the licence holder's conduct is sufficiently serious and has referred to the Head of Service for consideration as to whether there is cause to suspend or revoke their licence, the Head of Service has full discretion to impose penalty points instead of or in addition to any other sanction.

9. The list below is not exhaustive. The Council may decide to issue Penalty Points in a range of other circumstances not included below, and each case will be considered on its merits.

	Offence/Breach of Condition	Maximum Points	Driver	Proprietor or Operator
1	Providing misleading information on licence application form / failing to provide relevant information or the relevant fee at the time of application or during the currency of a licence.	6	X	X
2	Failure to notify, in writing, the Authority of change of address within 48 hours.	3	X	X
3	Refusal to accept hiring without reasonable cause e.g. drunk or rude customer (Hackney Carriages and Private Hire).	6	X	
4	Unreasonable prolongation of journeys or any misconduct regarding the charging of fares.	6	X	
5	Plying for hire/**Touting** by private hire drivers.	9	X	X
6	Failure to have current vehicle excise licence.	4		X
7	Driving or operating an unlicensed vehicle for carrying passengers for hire or reward or vehicle without insurance.	12	X	X
8	Failure to produce relevant documents within timescale, when requested by a Licensing Officer/Police Officer.	4	X	X
9	Failure to maintain vehicle in a satisfactory condition – including interior or exterior.	4	X	X
10	Failure to provide proof of insurance cover when requested by a Licensing Officer/Police Officer.	6	X	
11	Failure to produce hackney carriage or private hire vehicle for testing when required.	5		X

12	Using a vehicle whilst subject to a suspension, issued by a Licensing Officer or Police Officer.	12	X	X
13	Driving or operating a vehicle for reward or gain for which the licence has been revoked.	12	X	X
14	Failure to report the next working day an accident or damage to a licensed vehicle, which may affect the comfort or convenience of passengers.	4	X	X
15	Carrying more passengers than stated on the vehicle licence.	12	X	
16	Failure to display external/internal licence plate as required.	4		X
17	Carrying any article which would reasonably be considered an offensive weapon in the vehicle.	12	X	
18	Failure to notify transfer of private hire or hackney carriage vehicle licence.	4		X
19	Addition of window tint, other than at time of manufacturer.	4		X
20	Failure to apply for prior approval for advertising signage on the outside of the vehicle.	4		X
21	Displaying unsuitable or inappropriately sited signs or advertisements in or on the vehicle.	3		X
22	Failure to use authorised roof sign.	4	X	
23	Displaying unauthorised written or other material on any window.	4	X	X
24	Failure to comply with a requirement, provide information or assistance to a Licensing Officer/Police Officer.	6	X	X
25	Using a non-approved or properly uncalibrated taximeter.	6	X	X

26	Obstruction of Licensing Officer/Police Officer wishing to examine a licensed vehicle.	12	X	X
27.	Obstruction of Licensing Officer/Police Officer in the carrying out of their role or investigation	12	X	X

28	Evidence of food or drink in vehicle.*	3	X	X
29	Displaying any feature on a private hire vehicle that may suggest that it is a hackney carriage vehicle taxi.	6		X
30	Failure to carry an assistance dog without requisite medical exemption.	12	X	X
31	Failure to wear driver's badge and display it in a manner so that it can be clearly seen by the public, a Licensing Officer/Police Officer.	4	X	
32	Failure to immediately notify, in writing, a change in medical circumstances.	6	X	X
33	Unsatisfactory appearance of driver as specified in the Code of Conduct.	3	X	
34	Failure to observe rank discipline as specified in the Code of Conduct (hackney carriage only).	4	X	
35	Failure to maintain proper records of private hire vehicle and associated booking records.	6		X
36	Failure to keep or produce booking records of private hire bookings or other documents required to be kept or produced.	6		X
37	Failure to issue written receipt on request of a passenger.	3	X	
38	Unsatisfactory behaviour or conduct of driver as defined in the Code of Conduct.	4	X	

39	Failure to notify the Authority in writing, within 48 hours of becoming aware that they have been arrested, charged, convicted, cautioned, been issued with an immigration penalty, are under investigation for any criminal or motoring offence, have been reported for an offence, issued with a Traffic Offence Report (TOR), received a Notice of Intended Prosecution (NIP), received any penalty points imposed on them for any driving offence, or issued with a fixed penalty notice for any offence.	6	X	X
40	Failure to behave in a civil and orderly manner towards an Officer of Crawley Borough Council.	4	X	X
41	Failure to give assistance with loading/unloading luggage to or from any building or place.	3	X	X
42	Failure to display table of fares. (Hackney Carriage)	4	X	X

43	Failure to carry legal spare wheel or authorised suitable alternative and tools.	4	X	X
44.	Carrying out bookings for the purposes of hire and reward using a spare space saver wheel or other temporary fix to wheels	6	X	X
45	Failure to attend punctually at appointed time and place without sufficient cause.	4	X	X
46	Using a licensed vehicle with defective tyre(s). 4 Points will be awarded for each tyre.	4	X	X
47	Operating a licensed vehicle where the Certificate of Compliance has expired.	10		X
48	Failure to display a current licence plate. (Internal and/or external)	4		X

49	Waiting or stopping on a double yellow line area, bus stop or private land (without the owner's permission) and double parking unless requested by a paying customer present in the vehicle.	3	X	

50	Failure to deploy ramps to allow for the safe access and exit of wheelchairs from a Wheelchair accessible vehicle.	4	X	X
51.	Failure to correctly and safely secure a wheelchair prior to the commencement of a journey, and ensure the safety and comfort of the passenger.	12	X	
52.	Other than in an emergency, carrying out a conversation or operating a hand held device when driving a licensed vehicle (Further explanation below)	6	X	
53.	Removal of any form of livery designed to be permanent. (Door Signs, Internal/External Licence Plate)	12	X	X
54.	Smoking in a smoke-free place is prohibited under the Health Act 2006. In this context a 'smokefree place' will include a hackney carriage vehicle, private hire vehicle as well as a private hire operators premises which is open to the public. In the context of the Health Act 2006, smoking relates to the smoking of cigarettes and other tobacco products, this includes e-cigarettes and vaping products,	6	X	x
55.	Private hire vehicle parking on a Hackney Rank or within line of sight of a Hackney Rank or Railway Station when not picking up or dropping off passenger	4	X	X

56	From 1st January 2027, failure to provide the person paying the fare with an electronic means of payment (including card payment)	4	X	X

*Food is permitted in a vehicle but must not be consumed by the driver whilst driving, and any rubbish from foodstuffs must be disposed of as soon as possible and the vehicle left in a clean and tidy condition.

Crosses indicate potential recipients of penalty points for infringements.

Certain infringements may result in drivers, proprietors or operators receiving penalty points. Points may be awarded to one or several persons depending upon the nature of the infringement, however each case must be determined on its own merits. The list above is not exhaustive and may be subject to change without prior notification.

Certain matters are specific to hackney carriages, private hire drivers or private hire operators. Decisions taken above will be made with regard to the Council's Enforcement Policy at all times.

Use of Hand Held Devices whilst driving (Additional Information)

Applicants and licensed drivers are reminded that the use of hand held devices when driving is prohibited, This includes devices located in a holding device which can be removed from the vehicle as below. The Licensing Authority is of the view that acknowledging (accepting/declining) a job on a personal device, or interacting with a sat-nav would likely fall within the scope of a number of those examples (i), (iii), (xi), (xii).

Changes in the law on driving while using a mobile phone (parliament.uk)

The Road Vehicles (Construction and Use) (Amendment) (No. 2) Regulations 2022 (legislation.gov.uk)

The Road Vehicles (Construction and Use) Regulations 1986 (legislation.gov.uk)

(6) For the purposes of this regulation—

(a)a mobile telephone or other device is to be treated as hand-held ***if it is, or must be, held at some point*** [while being used];
(b)a person supervises the holder of a provisional licence if they do so pursuant to a condition imposed on that licence holder prescribed under section 97(3)(a) of the Road Traffic Act 1988 (grant of provisional licence);
[F6(c)in paragraphs (1) to (3) the word "using" includes the following—
(i)illuminating the screen;
(ii)checking the time;
(iii)checking notifications;

(iv)unlocking the device;
(v)making, receiving, or rejecting a telephone or internet based call;
(vi)sending, receiving or uploading oral or written content;
(vii)sending, receiving or uploading a photo or video;
(viii)utilising camera, video, or sound recording functionality;
(ix)drafting any text;
(x)accessing any stored data such as documents, books, audio files, photos, videos, films, playlists, notes or messages;
(xi)accessing an application;
(xii)accessing the internet;

Appendix O

Partition Screens

1. Drivers, operators and owners of taxis or private hire vehicles, may choose to fit a screen to reduce the spread of disease, including coronavirus (COVID-19). The Council does not require the installation of screens, but if licence holders choose to install one, it is considered by the Council to be a modification to the vehicle.

2. For all licences granted (or renewed) after the addition of this appendix to the policy, it will be a condition of the vehicle licence that the licence holder obtain the Council's permission before a screen is fitted.

3. For existing vehicle licence holders (at the time this appendix is added to the policy), the existing general condition which require immediate notification to the Council of any modifications to the vehicle applies and licence holders should immediately notify the Council of the installation of a screen using the declaration form at the end of this appendix, and must also advise the Council of the following:

    (a) what modifications they have made to your vehicle
    (b) what the seating arrangements are in the vehicle.

4. Liability for the screen rests with the licence holders and the Council will not accept liability in the event that a screen causes injury or death to a passenger or driver causes any property damage.

Screen Standards

5. The screen or barrier should:

    (a) Be fitted in a way that does not affect the structural integrity of the vehicle or interfere with any manufacturer fitted safety equipment.
    (b) Not interfere with or compromise any operating or safety features in the vehicle (including airbags, handbrake, gear stick) or the Vehicle Type Approval.
    (c) Not be made of materials that will increase the fire risk in the vehicle.
    (d) Be transparent so that the driver and passengers can see each other. It must not interfere with the safe use of the vehicle and must remain clear of scratches, clouding and stickers which would reduce the driver or passengers' visibility.
    (e) The screen must be made of a material which allows both the passenger and driver to see and hear one another clearly.
    (f) The screen must be made of a material which does not cause suffocation or other injury.
    (g) Only create a partition between the two front seats and the rear cabin area.
    (h) Not obstruct the passenger leg room in any way or require the passenger to

adjust the screen to accommodate their legs or baggage.

(i) Be adequately and safely secured.

(j) Not interfere with the safe access and egress of the driver or passengers or become easily detached during normal use.

(k) Be adequately disinfected between bookings and at the start and end of each working day.

Owner, Driver and Operator Requirements

6. If a screen is fitted, the Council expects licence holders to do the following:

   (a) Inform their insurer that they are fitting a screen and make sure their insurance is not invalidated as a result.

   (b) Make sure that the licence holder is adequately insured if they fit a screen.

   (c) Provide evidence to the Council that the relevant insurance for the device is in place by emailing the Taxi Licensing team (taxis@crawley.gov.uk).

   (d) Fit or install screens according to the manufacturer's specifications and recommendations.

   (e) Make sure the screen is removed before a vehicle compliance test.

7. The policy regarding screens will remain under review and the Council may in future require that any screens installed be removed.

8. The type of screen fitted (full front or back partition) could make the front passenger seat in the vehicle unusable. If this is the case, it will reduce the number of passengers the licensed vehicle is permitted to carry.

Case Reference Number:
(office use only)

LICENSING AUTHORITY - Please complete and return to the Taxi Licensing Service by email: taxis@crawley.gov.uk or via post:

Taxi Licensing Section Crawley Borough Council Town Hall
The Boulevard Crawley
West Sussex RH10 1UZ

CRAWLEY BOROUGH COUNCIL, TOWN HALL, THE BOULEVARD, CRAWLEY, WEST SUSSEX, RH10 1UZ

Installation and Use of Protective Screen Hackney Carriage/Private Vehicle

The following declaration must be completed where a proprietor, driver and/or Operator wishes to install a protective screen, for use during the COVID-19 pandemic, the installation and use of a protective screen. The Council may opt to carry out a full inspection of the vehicle, and expects that any protective screen installed will meet the measures set out in the attached document as agreed by the Council on 11th June 2020.

I, (***PRINT*** *full name*)_____

of _____(***PRINT full*** *address*)

Date of birth_(***INSERT*** *date of birth*) and Hackney Carriage/Private

Hire Driver's Licence number_____(***INSERT*** *Badge Number*)

Are you the owner of this vehicle Yes No

If no, who is the owner _____(***PRINT*** *full name*)

Vehicle details (Plate Number, Registration

SIGN _____

DATE

Appendix P

Table of Revisions to the Hackney Carriage and Private Hire Licensing Policy

*Revisions are listed as they appear in the Policy not in date of approval. On occasion, wording may be modified without notice by Officers to maximise reader accessibility and/or understanding but not to change the Policy intent. The table below provides the key changes made.

Licensing Committee denotes a decision taken by the Licensing Committee
Delegated denotes a decision taken in accordance with the Scheme of Delegation

Revision Date	Heading/Overview	Change
June 2023 – Licensing Committee	Add explanation of applicant	Inclusion of applicant definition to aid understanding
February 2023 – Licensing Committee	Maintain limit of 123 Hackney Carriage	Maintain limit of 123 Hackney Carriage Vehicle Proprietor Licences post unmet demand survey

June 2023 – Licensing Committee	Driver and vehicle Standards	New applicants are not permitted to have more than 3 DVLA Penalty Points on application. Driving Licence origin and 12 month minimum of passing test before being licensed. Specific condition requiring licensed drivers to read this Policy and keep appraised of it Updating of references in the Policy from he/him/she her to they/them/their Updated wording from NR3 to NR3S and new requirements Updated wording in relation to disclosure of information to the Council in relation to a range of matters including police or civil matters, medical matters, arrest, bail, charging, change of details Revisions to Appendix L regarding some offences,
		other sanctions and Penalty Points Inclusion of tax code check HMRC requirements Clarity on vehicle standards
September 2023 Delegated	Added clarity on duration of driver licences	Options of 1,2 or 3 year depending on circumstances but 3 year licences are the norm as per legislative/best practice.
June 202 Delegated	Electric Vehicle – Permanent Livery	2.1.3 further wording added to provide clarity that permanent livery is required on electric vehicle livery

June 2023 – Licensing Committee	Modifications to licensed vehicles	See inclusion at 2.4 Changes to Vehicles
March 2022- Licensing Committee	Age of Vehicles (11 years) extended 12 months	Extended 11 year age limit for 12 months until 28/03/23 then reverted back to 11 years from March 28 2023
March 2023- Licensing Committee	Age limit of vehicles reinstated to 11 years	11 year age limit reinstated 28/03/23 – See 2.6.4
June 2025 Delegated	Payment of fee	2.19.3 Payment of fee, included text "at the time of application."
June 2023 – Licensing Committee	Notification of matters and revised NR3 to NR3S Duration of licences	3.23 Added wording to make it easier to understand requirements and update to NR3S – to include revocations and suspensions of licences
September 2024 – Delegated May/June 2025 Delegated	Standard of vehicle DBS check level Penalty Points – inclusion of category Hand Held Device use whilst driving – supplementary information DVLA Points/Minor offences clarification Enforcement – inclusion of reference to Statutory	Level of DBS check depends on role. typographical error – Basic not standard in some parts of the Policy depending on role. Private hire vehicle parking on a Hackney Rank or within line of sight of a Hackney Rank or Railway Station when not picking up or dropping off

	Guidance and Best Practice Guidance	passenger, 4 Penalty Points Private Hire Operator Condition added which requires them to inform the Licensing Authority of driver convictions and related matters if they become aware of such by drivers on their circuit Supplementary guidance on use of mobile devices whilst driving to aid understanding and compliance. Clarification on "minor" offences and DVLA Penalty Points In Appendix L – Enforcement, inclusion of reference to relevant documents including Statutory Taxi Standards and Best Practice Guidance
June 2025 Delegated	Safeguarding Training deadline date removed	3.7.1 Amended wording deadline for current drivers to pass safeguarding training has past and all licensed drivers are now trained and new applicants required to pass the same qualification as minimum standards.
March 2025 – Licensing Committee	Private Hire Operators to complete Disability Awareness Training	4.10 Private Hire Operators to carry out Disability Awareness Training by 01/03/27
March 2025 – Licensing Committee	Wheelchair Training for all WAV drivers (Wheelchair Accessible Vehicles)	3.22.7 WAV drivers to pass nominated course by 01/03/27
March 2025 – Licensing Committee	Disability Awareness Training for Private Hie Operators Wheelchair Access	Applies to all WAV drivers and Private Hire Operators by 01/03/27

	Training for WAV drivers	
June 2025 Delegated	Disciplinary and Enforcement measures	Includes reference to the ability to add additional licence conditions, training and re-assessment as sanction outcomes Revisions to Penalty Points
June 2025 Delegated	Hackney Carriage Specification – Appendix A	Wording amended to aid understanding (In Vehicle CCTV – Close Circuit Television)
March 2025 – Licensing Committee	Hackney Carriage Vehicle Licence Conditions (Standard)	Removal of conditions 24 and 25 relating to first aid kits and fire extinguishers as no longer required
June 2025 Delegated	Hackney Carriage Vehicle Licence Conditions (Standard)	Re-number of conditions 45 and 46 so that they correspond
June 2025 Delegated	Hackney Carriage Vehicle Licence Conditions (Standard)	Wording amended in full to aid understanding (In Vehicle CCTV – Close Circuit Television)
June 2025 Delegated	Private Hire Vehicle Specifications and Private Hire Vehicle Conditions	Wording amended to aid understanding (In Vehicle CCTV – Close Circuit Television)
March 2025 – Licensing Committee	Private Hire Vehicle Licence Conditions (Standard)	Removal of conditions 24 and 25 relating to first aid kits and fire extinguishers as no longer required Updates to the Penalty Point Scheme to reflect this

March 2025 – Licensing Committee	Private Hire Operator Conditions	Inclusion of the requirements to complete Disability Awareness Training and WAV training for specific groups of the Trade (proprietors and operators)
September 2024 & June 2025 Delegated	Penalty Points and Code of Conduct	- Clarity added re food in the vehicle, refusal to accept fares to apply to private hire drivers as well as hackney carriages - Additional penalty re PHVs waiting on or near a taxi rank included - Explanatory information regarding the use of hand held devices whilst driving - Removed penalty points where conditions no longer apply (fire extinguisher/first aid)

September 2024 Delegated	Enforcement – Appendix L	Inclusion of additional wording relating to handheld devices and new applicants not exceeding 3 DVLA Penalty Points Addition of the wording in where a licence will not be approved insert the wording "or renewed." Inclusion of reference to Statutory Taxi Standards and Best Practice impacting Hackney Carriage and Private Hire trade. 2010 - 2023
June 2025 Delegated	Private Hire Operator requirements	Private Hire Operator to inform the Council as Licensing Authority where they become aware that a licensed driver under their

		operator licence is unwell or has suffered a medical episode which means they may not be able to meet Group II Medical Standards
June 2025 Delegated	Hackney Carriage Driver and Private Hire Driver requirements	Removal of wording "within 6 months of the commencement of the Policy" as this deadline has now passed
September 2025 Licensing Committee And Delegated	Various changes to Hackney Carriage, Private Hire driver and vehicle requirements primarily in response to Statutory Standards, Best Practice Guidance and other procedural or operational changes	Overview -Various minor revisions to improve accessibility -Removal of out of date conditions - Inclusion of new requirements
September 2025 Licensing Committee	Key changes included: - Removal of door livery and Top Boxes for Private Hire Vehicles (Immediate) - Airport Vehicles to move from Teal to Yellow rear licence plates (1st April 2025) - Mandatory CCTV for all licensed vehicles with audio and visual capabilities as well as panic buttons (1st October 2027) - New permanent door livery for Hackney Carriages (1st April 2026) - Electronic Card Payments mandatory (1st	Overview - Removal of door livery and Top Boxes for Private Hire Vehicles (Immediate) - Airport Vehicles to move from Teal to Yellow rear licence plates (1st April 2025) - Mandatory CCTV for all licensed vehicles with audio and visual capabilities as well as panic buttons (1st October 2027) - New permanent door livery for Hackney Carriages (1st April 2026) - Electronic Card Payments mandatory (1st January 2027) -

	January 2027	

November 2025 Delegated	<u>Introduction</u> Sections 1. 1.1 – 1..2.4 Section 1.3 (l) (m) (n) Section 1.4.3	Wording revised to improve accessibility and understanding Inclusion of reference to National Audit on Group-Based Child Sexual Exploitation and Abuse, Baroness Casey, June 2005 Additional wording – aid definition understanding Notes dates when significant decisions were made to the Policy
November 2025 Delegated	<u>Changes to Vehicles</u> Section 2.4.1 Section 2.1.2.3 Section 2.1.2.10 Section 2.1.3,3	 Adds information about what is not permitted in terms of number plate revisions Clarity added regarding permanence and approval of vehicle advertising Includes hire notification if top box illuminated Clarity added regarding advertising to be permanently fixed

	Section 2.14,4 <u>Fit and Proper Person</u> Section 3.3.11	Reference to mandatory CCTV and panic buttons by 1st October 2027 Add information on wider Policy reference to fit and proper test
November 2025 Delegated (arising from Licensing Committee decision September 2025)	<u>Appendix A</u> Hackney Carriage Vehicle Specification Point 15 and 17 Additional NB	Updates wording to reflect the fact that the Council will produce door signs for hackney carriages from 1st April 2026. Inclusion of NB in relation to mandatory CCTV by 1st October 2027
November 2025 Delegated	<u>Appendix A</u> Hackney Carriage Vehicle Specification Point 20 Age of vehicle and omissions – reference to change in age policy	Age Policy temporarily lifted due to COVID19 pandemic – reinstated 28th March 2023 to 11 years old maximum
November 2025 Delegated	<u>Appendix B</u> Hackney Carriage Vehicle Conditions Remove references to fire extinguisher and first aid kit Accidents – Point 25 Advertising – Point 47	Remove reference to fire extinguishers and first aid kits. To report any accidents Advertising to be permanently affixed

November 2025 arising from September Licensing Committee Delegated	<u>Appendix E</u> Private Hire Vehicle Specification	Vehicle advertising to be permanent NB Reference to requirement for mandatory CCTV by 1st October 2027.
November 2025 Delegated	<u>Appendix F</u> Private Hire Vehicle Conditions of Licence Point 2 Point 39 – (c) and (d) Point 49 Fire extinguishers and first aid kit	 Rear licence plate to be permanently affixed and not removed Exterior vehicle advertising must be permanent Top boxes are not permitted – September 2025 Licensing Committee References COVID19 and temporary suspension of 11 year age limit Remove references to fire extinguishers and first aid kits following Licensing Committee decision in March 2025

November 2025 Delegated	<u>Appendix K</u> Private Hire Operator Conditions Section 2.4 (e)	Inclusion of permanent advertising on exterior of vehicle
November 2025 Delegated	<u>Appendix N</u> Council Penalty Points Scheme	Revisions to Penalty Points arising from changes to Policy following decisions of Licensing Committee in March 2025 and September 2025
June 2026 Delegated	Policy revisited to check for currency of information and changes to operational practice	- Updated references to the General Enforcement Policy - Updated to reflect changes in administrative or operational practice - Additional information provided and conditions updated to mirror Licensing Committee decisions and offer clarity to aid understanding and regulation.
August 2026 Delegated	Correction of administrative errors. Revision to errors on Private Hire Vehicle Licence condition 50 Inclusion of minor wording to aid understanding	- Private Hire Vehicle Condition was incorrect and has been corrected. - Minor wording revised to correct administrative errors, layout and to advise the Trade to

		contact the Taxi Licensing Service ahead of CCTV installation due to forthcoming changes.