

Notice of Licensing Committee

Date: Wednesday, 22 October 2025 at 10.15 am

Venue: HMS Phoebe, BCP Civic Centre, Bournemouth BH2 6DY



Membership:

Chairman:

Cllr D A Flagg

Vice Chairman:

Cllr A Keddie

Cllr S Bartlett
Cllr A Chapmanlaw
Cllr P Canavan
Cllr G Farquhar

Cllr A Filer
Cllr E Harman
Cllr P Hilliard
Cllr M Howell

Cllr C Matthews
Cllr J Richardson
Cllr P Sidaway
Cllr L Williams

NOTE: Membership subject to change pending appointment of councillors to committees at Council meeting on 14 October 2025.

All Members of the Licensing Committee are summoned to attend this meeting to consider the items of business set out on the agenda below.

The press and public are welcome to view the live stream of this meeting at the following link:

<https://democracy.bcpCouncil.gov.uk/ieListDocuments.aspx?MIId=6376>

If you would like any further information on the items to be considered at the meeting please contact: Michelle Cutler 01202 128581 or email democratic.services@bcpCouncil.gov.uk

Press enquiries should be directed to the Press Office: Tel: 01202 118686 or email press.office@bcpCouncil.gov.uk

This notice and all the papers mentioned within it are available at democracy.bcpCouncil.gov.uk

AIDAN DUNN
CHIEF EXECUTIVE

14 October 2025

**DEBATE
NOT HATE**



Available online and
on the Mod.gov app

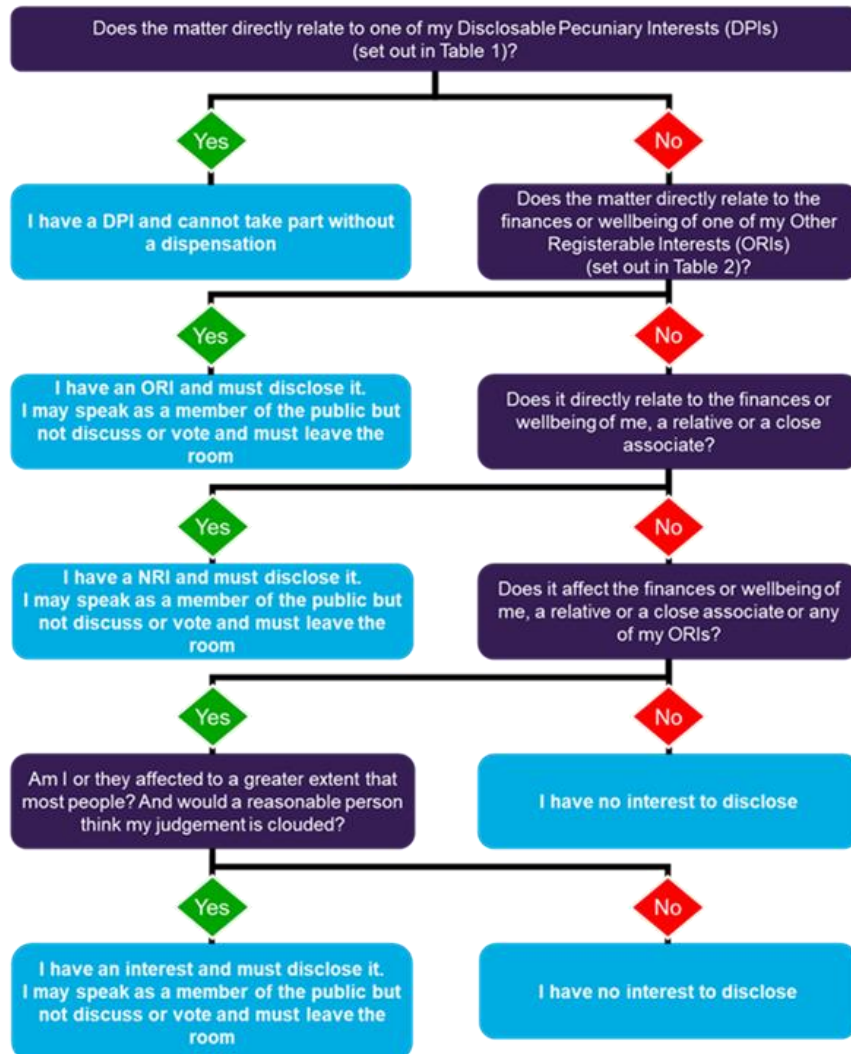


Maintaining and promoting high standards of conduct

Declaring interests at meetings

Familiarise yourself with the Councillor Code of Conduct which can be found in Part 6 of the Council's Constitution.

Before the meeting, read the agenda and reports to see if the matters to be discussed at the meeting concern your interests



What are the principles of bias and pre-determination and how do they affect my participation in the meeting?

Bias and predetermination are common law concepts. If they affect you, your participation in the meeting may call into question the decision arrived at on the item.

Bias Test

In all the circumstances, would it lead a fair minded and informed observer to conclude that there was a real possibility or a real danger that the decision maker was biased?

Predetermination Test

At the time of making the decision, did the decision maker have a closed mind?

If a councillor appears to be biased or to have predetermined their decision, they must NOT participate in the meeting.

For more information or advice please contact the Monitoring Officer

Selflessness

Councillors should act solely in terms of the public interest

Integrity

Councillors must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships

Objectivity

Councillors must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias

Accountability

Councillors are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this

Openness

Councillors should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing

Honesty & Integrity

Councillors should act with honesty and integrity and should not place themselves in situations where their honesty and integrity may be questioned

Leadership

Councillors should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs

AGENDA

Items to be considered while the meeting is open to the public

1. Apologies

To receive any apologies for absence from Councillors.

2. Substitute Members

To receive information on any changes in the membership of the Committee.

Note – When a member of a Committee is unable to attend a meeting of a Committee or Sub-Committee, the relevant Political Group Leader (or their nominated representative) may, by notice to the Monitoring Officer (or their nominated representative) prior to the meeting, appoint a substitute member from within the same Political Group. The contact details on the front of this agenda should be used for notifications.

3. Declarations of Interests

Councillors are requested to declare any interests on items included in this agenda. Please refer to the workflow on the preceding page for guidance.

Declarations received will be reported at the meeting.

4. Public Issues

To receive any public questions, statements or petitions submitted in accordance with the Constitution, which is available to view at the following link:

<https://democracy.bcpCouncil.gov.uk/ieListMeetings.aspx?CommitteeID=151&Info=1&bcr=1>

The deadline for the submission of a public question is midday on Thursday 16 October 2025 [midday 3 clear working days before the meeting].
The deadline for the submission of a public statement is midday on Tuesday 21 October 2025 [midday the working day before the meeting].
The deadline for the submission of a petition is Wednesday 8 October 2025 [10 working days before the meeting].

ITEMS OF BUSINESS

5. Review of the Hackney Carriage and Private Hire Driver, Vehicle and Operator Policies

5 - 174

This report presents the updated policy proposals concerning the Council's taxi and private hire licences and the findings of the public consultation that was carried out between 3 March 2025 and the 28 April 2025.

The current policies were adopted in June 2021, following the establishment of BCP Council. These policies are divided into three distinct areas: driver, vehicle, and operator licensing.

Since their implementation, there have been updates issued by the Department for Transport to statutory standards and best practice guidance as well as legislative changes.

6. Forward Plan

175 - 178

To consider, amend as required and agree the Forward Plan.

No other items of business can be considered unless the Chairman decides the matter is urgent for reasons that must be specified and recorded in the Minutes.

LICENSING COMMITTEE



Report subject	Review of the Hackney Carriage and Private Hire Driver, Vehicle and Operator Policies
Meeting date	22 October 2025
Status	Public Report
Executive summary	This report presents the updated policy proposals concerning the Council's taxi and private hire licences and the findings of the public consultation that was carried out between 3 March 2025 and the 28 April 2025. The current policies were adopted in June 2021, following the establishment of BCP Council. These policies are divided into three distinct areas: driver, vehicle, and operator licensing. Since their implementation, there have been updates issued by the Department for Transport to statutory standards and best practice guidance as well as legislative changes.
Recommendations	It is RECOMMENDED that: Members consider the revised draft policy proposals having regard to the consultation responses and feedback. Where necessary and appropriate amend the draft policies and recommend a final version for adoption by Full Council.
Reason for recommendations	The current BCP Taxi and Private Hire Licensing Policies were adopted in June 2021. In accordance with the Department of Transport - Statutory taxi and private hire vehicle standards 3.1 states that Licensing Authorities should review their Licensing Policies every 5 years.

Portfolio Holder(s):	Councillor Kieron Wilson – Portfolio Holder for Housing and Regulatory Services
Corporate Director	Glynn Barton – Chief Operations Officer
Report Authors	Trudi Barlow – Licensing Officer Nananka Randle – Licensing and Trading Standards Officer
Wards	Council-wide
Classification	For Decision

Background

1. The proposed Taxi Licensing Policies outlines this Licensing Authority's approach to fulfilling its statutory responsibilities concerning the licensing of drivers, vehicles, and operators.
2. The policy has been reviewed and updated to reflect legislative changes, evolving best practices, and updated statutory guidance. Its primary objectives are to enhance public safety, safeguard vulnerable individuals, ensure accessibility of the vehicles, support environmental improvements, and contribute to the growth of the local economy.
3. These documents establish a clear framework of standards that will guide the Licensing Authority in the execution of its regulatory functions.
4. As a key component of the Local Authority's decision-making process, these policies serve to inform and support officers and elected members in making decisions that are fair, transparent, and consistent.

Draft Policy development

5. At the Licensing Committee meeting on 7th December 2023 the forward plan and membership of workshops to review the existing policy were agreed.
6. These workshops took place on the 23 January and 20 February 2024 and were attended by Councillors Farquar and Chapmanlaw, taxi trade representatives Mr Lane and Mrs Smith together with the Council Licensing Officers and a Legal Officer.
7. The existing policies were discussed particularly in relation to the Department of Transport [Statutory taxi and private hire vehicle standards \(updated November 2022\)](#) and [taxi and private hire vehicle licensing best practice guidance for licensing authorities in England \(updated November 2023\)](#) as well as legislative amendments.
8. The suggested amendments were incorporated, and the revised draft policies were subsequently circulated to all workshop representatives. A follow-up workshop was held on 2 July 2024, during which the final draft policy was proposed.

9. The draft policy report was presented to the Licensing Committee on 12 December 2024 for review and approval prior to the commencement of the public consultation. The Committee endorsed the report as presented. Additionally, it was agreed that the public consultation should include a question regarding the potential need for new hackney carriage vehicles to be wheelchair-accessible vehicles. The Committee also requested that the consultation document be circulated via email to Members for feedback before it is published.
10. Draft copies of the BCP Hackney Carriage and Private Hire Driver, Vehicle and Private Hire Operator Policies are attached at Appendix 1,2 and 3.

Public Consultation

11. The public consultation was open from 3 March to 28 April 2025. It was accessible online via the BCP website, and paper copies of the survey were available at local BCP libraries. Completed surveys could be submitted using the 'Have Your Say' boxes located in the libraries or returned by post to the Civic Centre Offices.
12. Links to the online consultation were also emailed to all BCP Taxi and Private Hire driver, vehicle and operator licence holders and key stakeholders.
13. There were two questionnaire surveys.
 - General Public Survey at Appendix 4
 - BCP Licence Holders Survey at Appendix 5

Both questionnaires were split into the three policy areas.

- Driver policy
- Vehicle policy
- Operator policy

Consultation and summary of survey feedback

14. The results from the Public Consultation are contained within the Research and Consultation Team Report date June 25 and attached at Appendix 6.
15. There were 33 responses received in total, 22 related to the General Public Survey and 11 from the BCP Licence Holders survey.

Common concerns that arose from comments in regard to all three policies.

Out of town vehicles

16. The consultation raised concerns about the number of non BCP Council licenced vehicles operating in the conurbation.
17. The Deregulation Act 2015 allows private hire operators to subcontract bookings to licensed operators in different licensing authorities whereas previously they could only subcontract bookings to licensed operators within the same licensing authority area.
18. This has expanded the scope of subcontracting beyond local boundaries and has led to the concerns expressed about the number of non-local licenced vehicles in the areas and reports from passengers that drivers do not have knowledge of local roads. These issues are not unique to the BCP Council area and are being reported in many towns and cities throughout the UK.

19. We now have private hire operators applying for licences in different areas and they can then pass work from one to the other and providing that all three licences (that is the private hire operator, vehicle and driver) are issued by the same authority then it is legitimate. It has also meant that some drivers and vehicle proprietors tend to migrate to a local authority that has more relaxed requirements and/or has lower fees.
20. Furthermore, Hackney Carriages can work for any operator anywhere in the country regardless of where they are originally licensed.
21. We have no powers to regulate or take enforcement action regarding the out-of-town vehicles and drivers when reported apart from liaising with the licensing authority to ensure their own policy standards are upheld.
22. Allegations about vehicles illegally plying for hire within the conurbation are fully investigated and will be pursued formally as necessary.

Ride Hailing Apps – Uber

23. Uber operates as a licensed private hire operator in a number of local authority areas. All affiliated vehicles and drivers are licensed by the local authority in which they are based and are subject to the same regulatory standards and compliance requirements as any other licensed operator, driver, or vehicle within that jurisdiction.
24. Uber, have until now, chosen not to apply for an operator's licence in our area and contrary to comments received it has nothing to do with them not being permitted.
25. As of August 2025, Uber has now submitted a private hire operator licence application, and this is being processed as per our policy requirements. It should be noted that as long as they meet the requirements of our policy there is no basis for refusal.

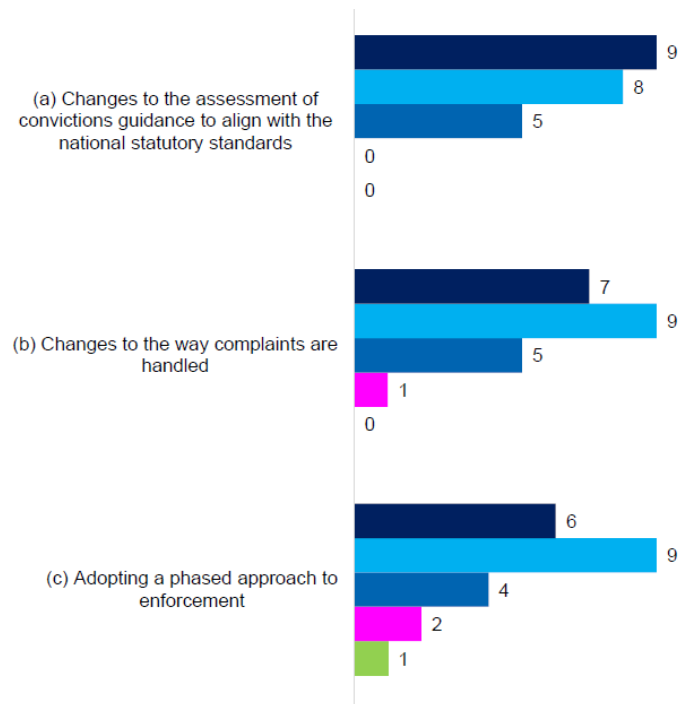
Driver Policy feedback

26. There was overall support for the Driver Policy.
27. Responses to specific questions asked are set out below:-

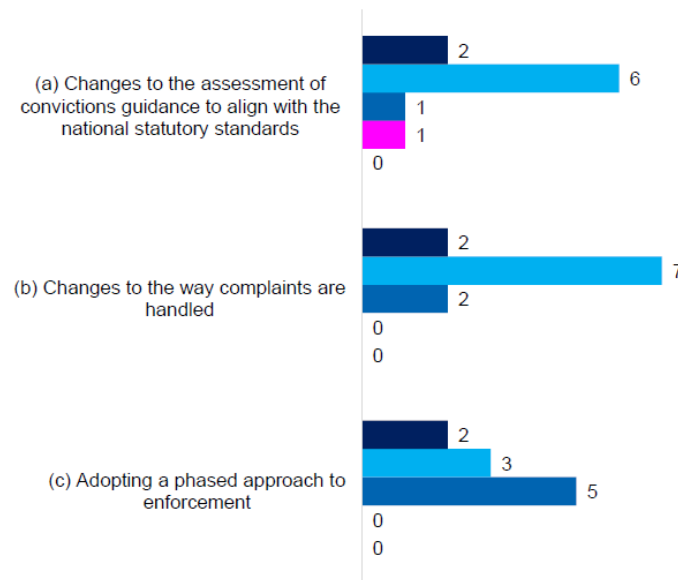
To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030?

General Public responses

- | | |
|------------------------------|---------------------|
| ■ Strongly agree | ■ Somewhat agree |
| ■ Neither agree nor disagree | ■ Somewhat disagree |
| ■ Strongly disagree | |



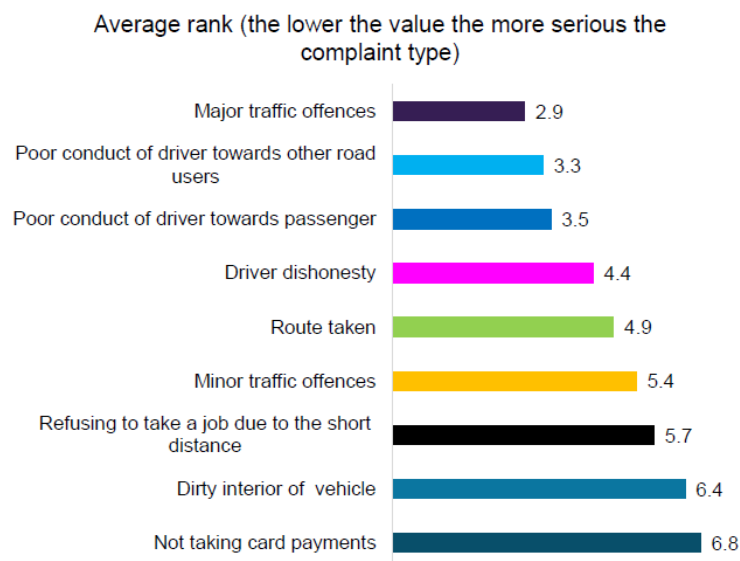
BCP Council Licence Holders Responses



28. The responses from both the public and licence holders largely agree with the changes proposed.
29. By ensuring that applicants and existing driver" convictions are assessed against national statutory standards helps to provide consistent decision making with other local authorities and is supported by statutory guidance.
30. Having a more defined phased approach to enforcement will provide anyone making a complaint with assurance that officers take appropriate actions in accordance with our processes and ensures drivers are aware of the implications of infractions when contacted by officers.

31. The phased approach will support officers' actions and decisions in each complaint and provides transparency in the decision-making processes used.

Please rank these types of complaint in order of seriousness with the most serious placed at number 1, and the least serious placed at number 9.



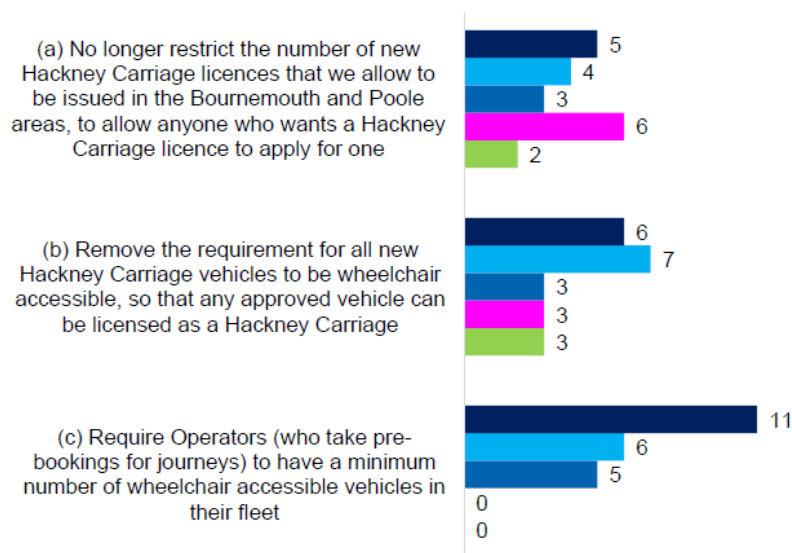
32. The consultation results support the current approach taken by officers whereby priority is given to complaints about major traffic offences and poor conduct of drivers towards other road users and passengers.

Vehicle Policy

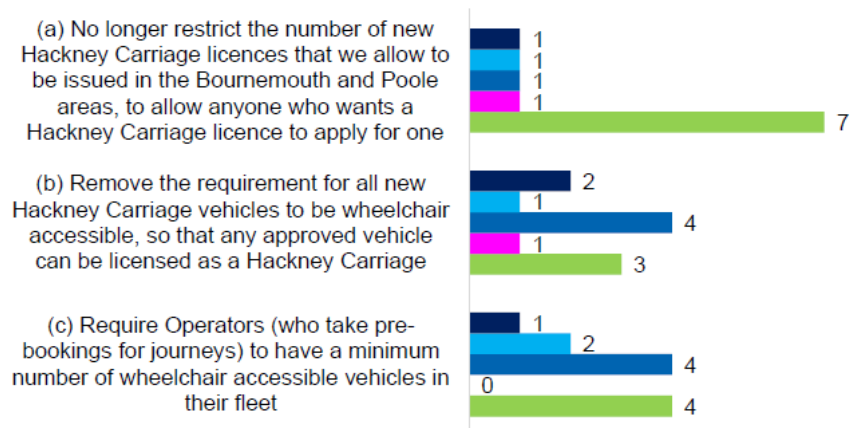
33. There was a mixed support to the vehicle policy specifically in regard to the areas concerning Hackney Carriages.

To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030?

General Public responses



BCP Council Licence Holders Responses



34. There is a mixed response to the suggestion to remove the current limit on Hackney Carriage Licences issued, this suggestion is more supported by the general public than by the licence holders.
35. The associated comments by members of the public to this question were mixed with one person stating that anyone should have access to this type of vehicle at any time of the day or night and another stating there are already too many. There was a comment which raised a concern that by removing the limit it will increase the issue of drivers not knowing the area.
36. BCP licence holders comments suggested that the market is already flooded, there are too many vehicle already, and not enough work with long waits between jobs and by issuing more licences will reduce business for current licensed vehicles. Another comment remarks that there are plenty of standard vehicles with only wheelchair accessible vehicles being required.
37. Under the 2021 policy, 15 new Hackney Carriage wheelchair-accessible vehicles licences (WAV's) are released annually for both Bournemouth and Poole Zones. A total of 150 licences have been made available to date, however only 23 have been issued to date, all in Bournemouth. This means that currently there are 52 licences available in Bournemouth and 75 licences available in Poole. Christchurch has no restriction on vehicle licence numbers.
38. To maintain a restriction on the number of Hackney Carriage Vehicle Licences, the Licensing Authority must conduct an Unmet Demand Survey at least every five years. This requirement is in accordance with Section 16 of the Transport Act 1985.
39. The cost of conducting these surveys is typically in the range of £20,000 and is recovered through the annual vehicle licence fees paid by Hackney Carriage Vehicle Licence holders.
40. The Department of Transport Taxi and Private Hire best practice guidance for licensing authorities document updated in November 2023 at section 9.2 states that

Most licensing authorities do not impose quantity restrictions. The department regards that as best practice. Where restrictions are imposed, the department

would urge that the matter should be regularly reviewed. The matter should be approached in terms of the interests of the travelling public

The proposal to remove the new hackney carriage vehicle licence quantity restriction will bring the BCP Council Policy in line with best practice.

It can be shown that lifting the restriction on numbers is unlikely to have a negative impact, as there are currently available licences that remain unallocated. The associated cost savings by not having to undertake an unmet needs survey will be incorporated into the annual Hackney Carriage vehicle licence fees.

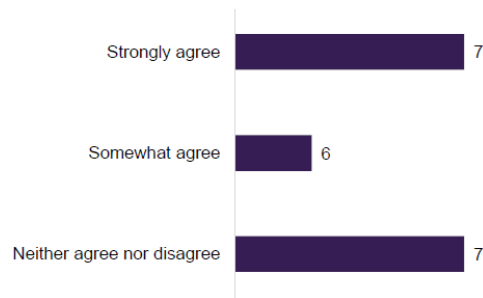
41. The suggestion relating to the removal of the requirement to ensure all new hackney carriage licences must be wheelchair accessible had more support from the general public than by licence holders, with disagreement all from both surveys.
42. Comments relating to this suggestion generally reflected the previous public comments about availability of vehicles, and the need to ensure equality in access to such vehicles. Similarly, a licence holder expressed concerns that they are expensive to maintain and are not affordable.
43. Currently the policy requires all new Hackney Carriage licences to be for Wheelchair Accessible Vehicles (WAVs) to ensure equitable access for passengers with mobility needs.
44. To address affordability concerns for vehicle proprietors, the policy has been amended so all eligible WAVs must be Euro 6 compliant with no more than 100,000 miles on the clock, compared to the standard vehicle replacement criteria of being under five years old with no more than 60,000 miles on the clock.
45. This currently supports both inclusivity and financial feasibility. Nationally, wheelchair users represent approximately 2% of the population, and studies show they make twice as many licensed vehicle trips as non-wheelchair users.
46. By maintaining WAV availability, the policy directly improves transport accessibility for disabled passengers, enhancing independence and quality of life while making compliance more achievable for licence holders.
47. The suggestion to require private hire operators to have a minimum number of wheelchair accessible vehicles available is supported by the general public however, licence holders are less supportive and more disagree with the suggestion. Feedback comments include concerns that smaller operators may struggle as they only have 1 vehicle which would then need to be wheelchair accessible.
48. How this could be implemented in practice and enforced also needs to be carefully considered should this suggestion be included in the policy as a requirement.

Private Hire Operators

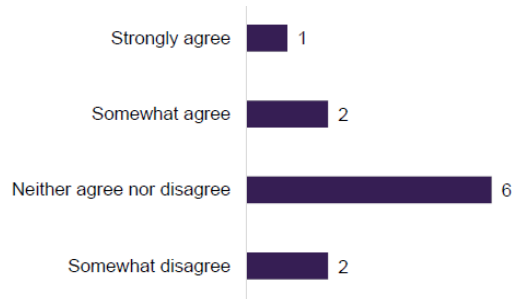
49. There was overall support for the Private Hire Operators policy.

Q11. To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?

General Public responses



BCP Council Licence Holders Responses



50. The proposed changes to the Operators Policy were more supported by the general public than by licence holders. There was a greater number of those who neither disagreed nor agreed from both sets of respondents.
51. Comments received did not reflect the question and seemed to relate more to the general concerns already discussed.

Policy specific feedback

52. Where responses related directly to the policy we have collated the responses into the following table with suggested amendments for consideration.

Section /Para	Comment/Feedback	Suggested amendment and or officer feedback
11.2	"Regarding section 11.2, you use the term 'approved medical centre' in the new policy wording. Unless you are planning to keep a list of 'approved medical centres' then I think this term is unclear. I think the current wording is actually also ambiguous....."	Our correspondence to drivers and published on our website does state that we only accept medicals completed by the driver's normal GP OR if they are unable to make an appointment with their GP, we accept certificates from Nuffield Hospital. To avoid any ambiguity, we suggest adding highlighted wording 11.2 Group 2 medical certificates must be completed

		by the drivers own GP or BCP Council approved medical centre, with access to the driver's medical records no more than 3 months before the medical is due. For drivers who also have a lorry or bus licence we will accept a copy of the same medical subject to the requirements above.
13	From Guide dogs- See Section 8, on page 40 of consultation report for letter in full. - Disability Equality Training (DET) mandatory for all drivers - Zero tolerance: The policy should state that BCP Council will use its best endeavours to investigate all reported violations of the Equality Act 2010 in a timely manner with a view to pursuing a conviction. - Mystery shopping: The policy should state that	- All drivers are required to complete training New drivers – have to complete the NVQ course which includes a disability awareness module which all drivers have to have successfully completed before making an application. Existing Drivers – any complaints received of this nature can be asked to complete a further DET course to better understand situations. - Suggested amendment to add additional paragraph after 13.3 All reported complaints/ violations of the Equality Act 2010 will be investigated in a timely manner and according to our complaints policy (section 20). This may involve pursuing a conviction under the Equality Act. - Add additional paragraph after 13.4 Where possible the Licensing Authority shall work in conjunction

	BCP will work together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases.	with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases.
23	No mention of livery/sticker requirements for private hire vehicles that fall into exemption category.	It is suggested that paragraph 23.2 can be reworded as follows All Private hire vehicles shall ensure that they are in compliance with the Private Hire Plate and livery requirements as stated in Appendix B. Amend Appendix B to read ‘Private Hire Plate and livery requirements’. In Appendix B also insert a new section at 1 All Private Hire Vehicles shall have permanently affixed in the prescribed positions the following signage - unless they are classified under section 2 and 3 below: • Door livery – including No booking, No ride and PH licence number • Large ‘No booking No ride’ stickers on both rear passenger doors as near to the door handle as is possible either to the side or directly underneath. (they

		are clearly visible to the customer when entering the vehicle). • Small 'No booking, No ride' sticker on front passenger door as above. If the vehicle wishes to use the bus lanes in the BCP Council area a 'Chequered flag' sticker should be affixed to the offside, front of the bonnet.
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Officer observations for policy delivery

53. Whilst delivering the policy and since the draft was agreed changes in how we administer our licences have been and continue to be made. As such officers suggest the following amendments which clarify some of the processing and questions received.

54. All policies under chapter entitled Renewals as follows:

Section /Para	Current wording	Suggested amendment and or officer feedback
Renewals 9.1 and 9.4(Driver) 10.1 and 10.3 (Operator) 11.1 and 11.4 (Vehicle)	Holders of existing driver's licences must apply to renew their licence no earlier than 2 months prior and no later than ten working day prior to the expiry date. Renewal applications and all associated paperwork including online payment receipt must be submitted electronically via e-mail to taxi.privatehire@bcp.council.gov.uk,	The way licence holders submit applications will be changing shortly due to IT improvements as such the policy needs to reflect this. Holders of existing drivers licences shall ensure that they submit the renewal application and all associated paperwork electronically, no earlier than 2 months and no later than 10 working days prior to the expiry date of the

	before the licence has expired.	licence.
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Driver Policy

55. Amendments to reflect current practice and provide clarity for driver medical requirements.

Section /Para	Current wording	Suggested amendment and or officer feedback
11.2 and 11.3	11.2 Group 2 medical certificates must be completed by the drivers own GP or approved medical centre, with access to the driver's medical records no more than 3 months before the medical is due. For drivers who also have a lorry or bus licence we will accept a copy of the same medical subject to the requirements above. 11.3 New applicants should not undertake the medical examination until notified to do so during the application process. We will not accept any certificate that is dated prior to the date of application.	Regarding medicals new drivers are expected to submit a Group 2 medical submitted by their own GP however for existing drivers we do accept medicals from our approved provider. As such we seek to amend paragraphs 11.2 and 11.3 as follows 11.2 For existing drivers Group 2 medical certificates must be completed by the drivers own GP or approved medical centre, with access to the driver's medical records no more than 3 months before the medical is due. For drivers who also have a lorry or bus licence we will accept a copy of the same medical subject to the requirements above. 11.3 New applicants are required to have the Group 2 medical certificate completed by their own GP or a GP at the practice where they are registered. They should not undertake the medical examination until notified to do so during the application process.

		We will not accept any medical certificate that is dated prior to the date of their application.
13.2	Drivers of wheelchair accessible vehicles must undergo additional passenger transportation training, and the evidence of this training must be supplied at renewal of both the drivers' licence and the vehicle licence. If expired this must be updated in the three months before the driver renews their licence, the new certificate will be submitted as part of the renewal process.	Paragraph 13.2 we suggest deleting the final sentence regarding the expiry of the certificate as this is deal with by the vehicle policy requirements. 13.2 Drivers of wheelchair accessible vehicles must undergo additional passenger transportation training, and the evidence of this training must be supplied at renewal of both the drivers' licence and the vehicle licence.
16.4	When new drivers collect their licence for the first time, they will be required to sign a declaration that they have read and understood the conditions. A copy of this policy and all accompanying appendices will be issued to them.	It is suggested to amend this to delete wording that no longer applies. Copies of the policy are not provided in hard cop, a weblink to the documents is provided instead. 16.4 When new drivers collect their licence for the first time, they will be required to sign a declaration that they have read and understood the licence conditions and policy.

Vehicle Policy

56. Amendments to clarify requirements to submit vehicle mechanical check documentation in good time and links to the previous convictions policy amendments.

Section /Para	Current wording	Suggested amendment and or officer feedback
8.3	Failure to complete the MEC within two months of the due date will result in the vehicle licence being revoked.	Failure to complete the MEC or MoT within two months of the due date will result in the vehicle licence being revoked.
12.1	The applicant/licence holder must declare any previous criminal convictions, cautions and fixed penalty notices received, including those awaiting appeal, and any charges pending. The council will make a decision as to the relevance of convictions, cautions, charges and fixed penalty notices in accordance with criminal convictions guidelines.	The applicant/licence holder must declare any previous criminal convictions, cautions and fixed penalty notices received, including those awaiting appeal, and any charges pending in line with the assessment of previous convictions annexe of the Statutory taxi and private hire vehicle standards - GOV.UK

Operators Policy

57. Paragraph 7.11 with the increase in online and APP based operators we need to reflect that an actual premises office is not always required as long as an address is provided so that officers can inspect records if needed.

Section /Paragraph	Current wording	Suggested amendment and or officer feedback
7.11	Applicants must specify the address from which they will operate, and records can be inspected. These premises must	Officers will accept applications that include a 'virtual office' address as long as evidence of a contract/lease is

	be in the BCP Council conurbation and where necessary should have planning consent for use as a Private Hire office. PO box, solicitors, accountants, or care of addresses will not be accepted.	provided. This means officers can still meet operators and inspect records as necessary.
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Options Appraisal

58. Members are asked to consider the consultation report and feedback received and decide whether:

- to amend the draft policy after consideration of the consultation feedback and agree a final version or
- after consideration retain the current version of draft policy.

59. Reasons should be given for any amendments made.

60. Once all feedback has been discussed members are asked to agree a final version of the Policy to be recommended to Full Council.

Summary of financial implications

61. Any fees incurred will be absorbed within current budgets. Any costs associated with the review process will be covered by the income from the fees.

Summary of legal implications

62. Hackney Carriage and Private Hire Licensing Policies are not statutory. This means that there is no requirement for the Council to adopt one, however it is good practice to do so as it sets out the Council's approach to issuing licences and enforcement. Decisions made in accordance with the policy are more likely to be upheld in the event of an appeal. A good policy ensures consistency of approach by the council thus ensuring fairness and transparency for both the licence holders and public alike.

Summary of human resources implications

63. There are no implications on human resources the current licensing team will continue to implement the policy within current resource levels

Summary of sustainability impact

64. From 1 January 2025 all licenced vehicles met the specified minimum emission standards of the policy.

65. The current policy requires that any vehicle that does not meet Euro 6 emission standard would not be renewed after 31 December 2023. As licences are issued

for a year the last vehicles which did not meet this emission criteria had to be replaced by the end of December 2024.

Summary of public health implications

66. The policies currently and as proposed focus on protecting and safeguarding children and vulnerable adults

Summary of equality implications

67. A full Equality Impact Assessment has been completed and was rated as green by the EIA review panel on 24 September 2025. Appendix 7.

Summary of risk assessment

68. There is a risk of judicial review should any new policy be challenged. The Committee must ensure that any decisions are made with reference to the public sector equality duty.

Background papers

[Statutory taxi and private hire vehicle standards - GOV.UK](#)

[Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK](#)

Appendices

Appendix 1- Draft BCP Council Hackney Carriage and Private Hire Driver Policy

Appendix 2 - Draft BCP Council Hackney Carriage and Private Hire Vehicle Policy

Appendix 3 - Draft BCP Council Hackney Carriage and Private Hire Operator Policy

Appendix 4 - General public survey questions

Appendix 5 - BCP Licence holders survey questions

Appendix 6 - Consultation report

Appendix 7 – Equalities Impact Assessment Report and Action Plan

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Hackney Carriage and Private Hire Driver Policy

2025 - 2030

Bournemouth Christchurch and Poole (BCP) Licensing

Author: Nananka Randle
Version: 2
Review Date: 2025



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Introduction

The Licensing Committee and officers are committed to ensuring the highest standards in order to protect public safety when administering this policy.

All requirements contained within this policy together with conditions on the licence are mandatory requirement for holding a Private Hire or Hackney Carriage Driver Licence issued by Bournemouth Christchurch and Poole Council (BCP).

From the first day of adoption of this policy ALL licence holders are required to meet these high standards, and it is expected that they will ensure they are fully aware of this policy and comply with all the requirements set out within it.

The Licensing Committee will not accept the excuse that a licence holder was not aware of these requirements when considering any matters brought before them.

1. Purpose statement

- 1.1 BCP Council has a responsibility to issue Hackney Carriage and Private Hire driver licences under the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.
- 1.2 In the interest of public safety and to safeguard vulnerable persons BCP Council seek to ensure that anyone issued with such a licence is considered to be 'fit and proper.'
- 1.3 This policy is concerned with the regulation of Hackney Carriage and Private Hire licensed drivers and the Council adopts the overall approach to encourage the responsible activity of all drivers. In the interests of its residents and visitors, it will not tolerate any driver who poses a threat to the safety of any passenger or other road user.
- 1.4 Notwithstanding the existence of this policy, each application or enforcement measure will be considered on its own merits.
- 1.5 Where it is appropriate for the Council to depart from its policy clear reasons will be given for doing so. Nothing in this policy will prevent an applicant or licence holder requesting that the Council considers the individual merits of their case and gives reasonable consideration to departing from its policy. Such requests must either be in writing, via email or orally before the Licensing Committee or Sub Committee.

2. Who does the policy apply to

- 2.1 This policy will assist applicants, licence holders, officers of the Licensing Authority, Members of the Licensing Committee and persons using public carriages to be aware of the standards of conduct and behaviour required of all prospective or existing licensed drivers.
- 2.2 This policy also affords members of the Licensing Committee and officers alike, to consider the concerns of the public and other recognised bodies and to take appropriate measures where the behaviour of drivers is called into question at application or after licences have been issued.

3. This policy replaces

- 3.1 This policy replaces the previous BCP Council Hackney Carriage and Private Hire Driver Policy implemented in June 2021.

4. Approval process

- 4.1 BCP Council as the Licensing Authority has delegated the Licensing Committee to oversee the development and review of its 'Hackney Carriage and Private Hire Driver Policy.'
- 4.2 Once drafted the policy is subject to a period of public consultation. Consultation responses are reported to the full licensing committee for consideration.
- 4.3 Once finalised the policy is presented to the Full Council for ratification.

5. Links to BCP Council strategies

- 5.1 This policy supports the BCP Council Core Strategy.
- 5.2 During the preparation of this policy document due consideration has been given to the following Key Council Strategies:
- Corporate Plan
 - Sustainable Transport Plan
 - Workforce Strategy
 - Health & Wellbeing Strategy
 - Safeguarding Strategy
 - Climate Change Strategy
 - Children in Care Strategy
 - Crime & Disorder Reduction Strategy
 - Equality & Diversity

6. The Policy

- 6.1 This policy is a working document and the Licensing Authority reserves the right to alter and amend the Policy as appropriate to correct errors, inconsistencies, clarify guidance, legislative changes and issue a revised version of the Policy at any time. However, any **significant changes** to the Policy will only be implemented after a formal consultation process with the trade and public.
- 6.2 Any **significant amendment** is defined as one that:
1. is likely to have a significant financial effect on licence holders or
 2. is likely to have a significant procedural effect on licence holders or
 3. is likely to have a significant adverse effect on the community.
- 6.3 Any changes to this policy will be communicated to licence holders via email as soon as practicable to do so.

7. New driver applications

- 7.1 Anyone wishing to make an application must prove to BCP Council that they are fit and proper to be issued with such a driver's licence. Anyone making an application must be at least 21 years old at the time of application. Applications are made online, and applicants must meet the Council's entry level criteria and provide the necessary documentation.
- 7.2 All applications must be completed within one year of commencing the application process. If an applicant fails to meet all the necessary application criteria within one year the application will be closed. The applicant is not permitted to apply again for a year from the date the application is closed.
- 7.3 All applicants must meet the qualification requirement by having studied and passed Level 2 Introduction to the role of Taxi and Private Hire Driver.
- 7.4 In order to ensure applicants, meet the required standard of English language competency and gain the necessary hands-on practice required to be a licensed driver, the Licensing Authority will only accept certificates from an approved provider. Other providers via online courses are not deemed to meet the high standards required and do not provide the practical aspects of training to assist passengers with mobility.
- 7.5 Applicant identity verification checks with the course provider may be undertaken. This will involve confirming that the person who is submitting the certificate is the same person who attended the course. Information such as passport data and photo may be shared as deemed necessary.
- 7.6 All drivers must pass the Driver Knowledge Test' prior to being issued with a licence. This will require applicants to demonstrate a working knowledge of the licensed area of BCP for Private Hire vehicles and more detailed working knowledge of the zones for Hackney Carriage licences which are not pre booked.
- 7.7 All applicants are permitted to sit the Driver Knowledge Test' on four occasions during the one-year application period. If the applicant fails to pass the test four times, then their application will be closed, and they are not permitted to reapply for a year from the date of closure of their application.
- 7.8 Applicants are required to submit an enhanced Disclosure and Barring Service Certificate (DBS) on application. All drivers are required to sign up to the DBS update service. This is an annual subscription service that allows drivers to provide the Council's licensing officers with access to DBS records at any time.
- 7.9 Applicants will be assessed with reference to the 'Fit and Proper' criteria as set out in Section 8. If you are deemed not to meet the criteria your application will be rejected.
- 7.10 Any applicant who makes a false or inaccurate statement on their application form will not be deemed to be a proper person to hold a licence and their application will be terminated. This includes not disclosing convictions, cautions, penalty, or previous licence revocation.

- 7.11 Anyone whose application is terminated for making a false or inaccurate statement on their application form will not be permitted to reapply for a licence for 12 months from the termination of their application. It is an offence to make a false statement knowingly or recklessly or to omit information required by the Council by virtue of s.57 Local Government (Miscellaneous Provisions) Act 1976.
- 7.12 When a licence is issued to a new driver, on collection of their licence they will be required to sign a declaration that they have read and understood this policy document and all annexes which include the driver licence conditions/byelaws which they are required to adhere to all times (Appendix A)
- 7.13 Licences will be issued for a period of three years.

Reapplication

- 7.14 Where an applicant has previously had a licence revoked by the Council the Authority will not, save in exceptional circumstances, consider any further application from the applicant for a period of three years from the date of the Authority's decision or, if that decision was appealed against and the appeal was dismissed, abandoned, or otherwise failed, from the date of the dismissal, abandonment or other failure of the appeal, whichever is the later

8. Fit and Proper Person test

- 8.1 The sections below, apply equally to Hackney Carriage and Private Hire drivers. The Licensing Authority may impose such additional conditions on a Private Hire driver's licence as it sees fit.
- 8.2 Passengers are potentially vulnerable when being transported due to their age, unaccompanied children, people with a disability, those who may have consumed excessive quantities of alcohol, lone people and overseas' visitors or tourists to the area.
- 8.3 The Licensing Authority has a duty to take a robust stance in ensuring that applicants and licence holders are and remain 'fit and proper' to hold a licence at all times.
- 8.4 The term 'fit and proper person' is not defined in law and this Authority considers the definition be considered in line with modern thinking as 'safe and suitable' to be a licensed driver.
- 8.5 In considering what might be assessed to ensure that a driver is 'fit and proper 'or safe and suitable 'the Licensing Authority considers the following to be amongst appropriate matters that it will take into account:
1. Criminality (see assessment of previous convictions annexe of the Statutory taxi and private hire vehicle standards [Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](http://www.gov.uk))
 2. Period of holding a drivers licence.
 3. Conduct of the driver during the licence period, including relationship and co-operation with officers of the Licensing Authority.
 4. Number of points on a licence or driving convictions.
 5. Right to work in the UK and any time restrictions.
 6. Medical fitness – physical and mental condition.

7. Enhanced driver competence by means of an appropriate higher standard Driving Assessment Test.
 8. Behaviour displayed by a driver towards customers and others, i.e. staff in the Licensing Team or other Council officers and their overall integrity.
- 8.6 DBS status checks on licenced drivers will take place throughout the licence period. Any unreported change in status will result in the drivers licence being suspended pending a new enhanced DBS certificate being produced for examination and determination.
- 8.7 Should any driver disclose any conviction, caution or penalty or the DBS check shows a change in the DBS status the drivers will be required to provide a new enhanced DBS certificate.
- 8.8 If a driver has not maintained their DBS update service subscription they will be required to apply for a new enhanced DBS certificate immediately on notification. Failure to reapply for a new certificate and/or repeated failure to sign up/maintain DBS update service subscription will result in suspension of their licence until the new certificate has been received and assessed by the Licensing Officer.
- 8.9 As well as the assessment of previous criminal convictions as stated within the Statutory taxi and private hire vehicle standards, BCP Council will also have regard to the latest Institute of Licensing guidance on determining the suitability of applicants and licensees in the taxi and private hire trade as a minimum standard Institute of Licensing (IOL) Suitability Guidance (November 2024).
- 8.10 In addition, consideration on suitability may include other factors including the conduct of the applicant during the application process or during the term of their existing or previous licence as well as their conduct, co-operation and working relationship with the Authority and its officers.
- 8.11 In cases of convictions or cautions received whilst licensed that only come to light following the DBS status check the matter will be referred to the Licensing Committee to consider if the driver remains a fit and proper person to hold such a licence.
- 8.12 In essence a 'fit and proper' person.
1. must not be violent, abusive, or threatening in their behaviour even if subjected to unpleasant, confrontational, or dishonest passenger behaviour or when subject to enforcement action from officers.
 2. must be honest, trustworthy **and** have integrity, as they have access to a large amount of personal information that could be misused with significant opportunity to defraud passengers in drink or under the influence of drugs, the vulnerable or– overseas passengers, or to steal property left in their vehicles.
 3. must display safe and competent driving standards, as they are professional drivers and should be fully aware of all road traffic legislation, the safety of their passengers and the safety of their vehicles at all times.
 4. must be in good physical and mental health to ensure they do not put passengers at any risk whilst transporting them, through for example having uncorrected or impaired eyesight, suffering from medical conditions including cardiac events, recovering from a stroke, or have impaired driving ability through the use of prescribed medication.

They must also be physically fit and agile to load passengers in wheelchairs into their vehicles.

5. must work co-operatively with and be civil and respectful towards officers of the Licensing Authority who are carrying out their duties.

- 8.13 This list is not exclusive, and other factors may also be relevant to the 'fit and proper person' definition.
- 8.14 The Licensing Authority will consider all information provided to it from sources such as the Police, Children and Adults Safeguarding Boards, Passenger Services, and other statutory agencies. Existing licence holders will also have previous history/outcomes during their time as a licensed driver /operator or previous applicant taken into account and their ability to work constructively and positively with the Licensing Authority.
- 8.15 The Licensing Authority will consider all criminal history, unacceptable behaviour, and conduct, irrespective of whether the specific history, behaviour or conduct occurred whilst drivers were directly engaged in Hackney Carriage or Private Hire work at the time or whether they occurred during the driver's own personal time.
- 8.16 Where a non-UK national has made an application and they have lived in the UK for at least 12 months, but information on their previous criminal history/convictions is limited or not available at all then the matter will be brought before the Licensing Committee for final determination as to whether a licence should be granted in these circumstances.
- 8.17 Periods of residency outside the UK. Applicants who have spent a period of six months or more at any one time living overseas, whilst holding a driver's licence with the Authority will be required to present a criminal record check from the country/countries they have lived in/visited covering the period that the applicant was living overseas.
- 8.18 This can be done through the 'Certificate of Good Conduct' from the Embassy of the relevant country. This will include renewal applicants where the driver has returned overseas to spend several months with their family. Private Hire Operators will be required to share information with the Licensing Authority where they are aware that a driver, they use for private hire services has returned overseas from a long-term absence of six months or more.

9. Renewals

- 9.1 Holders of existing driver's licences must apply to renew their licence no earlier than 2 months prior and no later than ten working day prior to the expiry date.
- 9.2 Hackney Carriage and Private Hire drivers Licence shall be issued for a standard length of three years (maximum duration). Any shorter duration must be requested by an applicant and shall only be issued when the Licensing Authority considers it is appropriate due to the specific circumstances of the case.
- 9.3 The Council has no duty to notify drivers that their licence is due for renewal as it is the licence holder's responsibility to renew their licence. As a courtesy an e-mail reminder will be sent to the driver in advance of their renewal date. It is the responsibility of the licence holder to ensure they report any change in their email address.

- 9.4 Renewal applications and all associated paperwork including online payment receipt must be submitted electronically via e-mail to taxi.privatehire@bcpccouncil.gov.uk, before the licence has expired.
- 9.5 All drivers are required to sign up to the DBS update service. This is an annual subscription service that allows drivers to provide the Council's licensing officers with access to DBS records at any time, applicants must sign up to the update service within 28 days of the DBS certificate being issued and must maintain the subscription for the duration of their licence.
- 9.6 Failure to disclose or declare **any** previous convictions, cautions, fixed penalty notices or pending charges may be construed as an attempt to deceive and appropriate and proportionate action will be taken. It is an offence to make a false statement knowingly or recklessly or to omit information required by the Council by virtue of s.57 Local Government (Miscellaneous Provisions) Act 1976.
- 9.7 In cases of convictions or cautions received whilst licensed and only declared at the time of renewal, the decision to renew a driver's licence will be referred to the Licensing Committee.
- 9.8 Renewal applications with newly disclosed convictions will be assessed with reference to the assessment of previous criminal convictions as stated within the Statutory Taxi and Private Hire Vehicle Standards.
- 9.9 Drivers who do not renew their licence by the expiry date are no longer authorised as a licensed driver from the date of expiry of the licence. The Licensing Authority will notify the driver's Operator or vehicle proprietor that the licence has expired/lapsed if appropriate.
- 9.10 Anyone who does not renew their licence by the renewal date is required to return their badge within five working days and their licence will be deemed expired/lapsed.

10. Safeguarding

- 10.1 Awareness about human trafficking and child sexual exploitation can assist Hackney Carriage and Private Hire drivers to protect those who are vulnerable and/or being exploited. Licensed drivers can help identify those who commit these crimes and can help assist those in need of help.
- 10.2 Anyone applying to become a licensed driver and those renewing their licence will be required to undertake Safeguarding training.
- 10.3 Safeguarding training will be delivered by an approved provider such as the Blue Lamp Trust, in a classroom setting. All applicants must attend this training and present the certificate.
- 10.4 New applicants should not undertake the safeguarding training until notified to do so during the application process. We will not accept any certificate that is dated prior to the date of application.
- 10.5 Drivers renewing their licence must, renew their safeguarding training certificate by attending the training as detailed above. A certificate that is dated within 12 months must be presented at renewal.

10.6 All drivers are expected to adhere to good safeguarding practices.

10.7 All drivers completing school passenger transportation bookings must ensure that they follow all instructions provided for the child being transported.

11. Medicals

11.1 The council has determined that all licensed drivers must comply with the DVLA '**Group 2 Standard for Drivers**'. This is a higher medical standard that recognises the length of time an occupational driver spends behind the wheel. Guidance of what medical conditions affect a drivers licence can be found at <https://www.gov.uk/guidance/general-information-assessing-fitness-to-drive>

11.2 Group 2 medical certificates must be completed by the drivers own GP or approved medical centre, with access to the driver's medical records no more than 3 months before the medical is due. For drivers who also have a lorry or bus licence we will accept a copy of the same medical subject to the requirements above.

11.3 New applicants should not undertake the medical examination until notified to do so during the application process. We will not accept any certificate that is dated prior to the date of application.

11.4 Medical certificates are required at the time of any new application and then every 5 years from the age of 45 to the age of 65. After the age of 65 the medical is required on an annual basis.

11.5 Drivers will be required to submit their completed medical certificate to the licensing office on or before their birthday when they reach the ages of 45,50,55,60 and 65. Then from the age of 65 every year on or before their birthday.

11.6 If a driver fails to submit a completed medical certificate by the due date their licence will be suspended until such time as the certificate is received and accepted by the licensing team. In all such cases the licensing officer will also notify the driver's operator or the proprietor of the vehicle they drive, to advise them of the suspension. Once the medical is received all parties will be notified that the suspension has been lifted.

11.7 This requirement is not contingent on any other need to provide a medical, such as date of first application or reported health concerns that may reflect the need for additional medical assessments.

12. Data handling and National Register of Hackney Carriage and Private Hire vehicle driver licence refusals and revocations database

12.1 This Council has subscribed to the National Register of Hackney Carriage and Private Hire Vehicle Licence Revocations, Refusals or Suspensions, or NR3S Register

12.2 At the point of application, checks will be made on the National Anti-Fraud Network Database (NAFN), to ensure any history held regarding an applicant's previous refusals/revocations from other licensing authorities is available for consideration.

12.3 The Licensing Authority will upload data on refused/revoked licences into the NAFN database,

- 12.4 Any applicant who has held a licence issued by another Council and has had their licence revoked within three years of their application will be referred to the Licensing Committee who will consider the application on its own merits.
- 12.5 Information held by the Licensing Authority complies with requirements of the Data Protection Act 2018; however, there is a requirement for a 'Public Register' to be kept available for the free public inspection of all dual drivers' licences granted. To promote public safety this register will also detail information of any dual driver licences suspended or revoked.
- 12.6 Any information given may be shared with other internal/external organisations/partners to prevent crime and/or detect fraud, to promote public safety and safeguarding, or when a driver is suspected of having committed an offence, civil or criminal.
- 12.7 Under the Freedom of Information Act 2000 the Licensing Authority is required to provide certain information to the public by request. There are, however, exemptions to this duty, which includes certain personal or sensitive data, confidential information, and business/commercial information.
- 12.8 The Licensing Authority may lawfully disclose information to other public sector agencies and external partners to: -
1. Protect the safety of the public.
 2. Prevent or detect fraud and any other crime.
 3. Support national fraud initiatives.
 4. Protect public funds.
 5. Progress a request for service.
- 12.9 Safeguarding children and those adults at risk of harm in particular sharing information with the Children or Adults Safeguarding Board or officers of the Safeguarding Unit, other Licensing Authorities to protect the travelling public or with the Council's Legal Services Team or Transport Services Team, which may impact, on the delivery of its schools and adult services contracts.
- 12.10 The safeguarding and protection of the public will be the primary aim when deciding whether to share information with other services, organisations, or partners.
- 12.11 Relevant information is held on record relating to the history of a licensed driver, vehicle owner or operator, is retained until the lapse, surrender, refusal, or revocation of a licence and then usually held for an additional period of 6 years before being destroyed. Each case will be considered on its own merits prior to its destruction in line with the 'Licensing Retention of Documents' policy.
- 12.12 In some cases, due to the serious nature of offences/allegations the information may be held indefinitely by the Authority. Historic data can remain relevant to the Licensing Authority to demonstrate a pattern of behaviour and characteristics by a licensed driver or applicant over several years or if the licence has been revoked by the Licensing Authority for a serious safeguarding or public safety matter.
- 12.13 In addition, information from the enhanced Disclosure and Barring Certificate checks are retained in accordance with the DBS Code of Practice. However, as drivers are now registered on the online DBS Update service there will be little need to retain this information in the future, other than noting any recordable offences for future reference.

13. Equality Act 2010 and medical exemptions

Wheelchair Accessible Vehicle drivers duties

- 13.1 Under section 165 licensed drivers of designated wheelchair accessible vehicles must provide assistance to passengers into and out of the vehicle. Full guidance on driver responsibilities is included in Appendix B.
- 13.2 Drivers of wheelchair accessible vehicles must undergo additional passenger transportation training, and the evidence of this training must be supplied at renewal of both the drivers' licence and the vehicle licence. If expired this must be updated in the three months before the driver renews their licence, the new certificate will be submitted as part of the renewal process.

Duties for all drivers

- 13.3 Under sections 168 and 170 all licensed drivers are under a legal duty to carry passengers with a guide hearing and other assistance dogs without additional charge for the animal. Unless they hold a medical exemption, is displayed within the vehicle, the driver cannot refuse to transport an assistance dog.
- 13.4 When carrying such passengers drivers must: -
1. Convey the disabled passenger's dog and allow it to remain under the physical control of the owner.
 2. Not make any additional charge for doing so.
- 13.5 Any driver of a wheelchair accessible vehicle or any licensed vehicle who has a medical reason they are unable to comply with the requirements of the Equality Act 2010 must apply for a medical exemption as set out in the Equality Act Policy (Appendix B).
- 13.6 The 'Medical Exemption Certificate' is only valid for drivers when it is displayed in the vehicle. If the exemption certificate is not displayed the driver **MUST** comply with the legislation.
- 13.7 The exemption certificate is granted to the driver only and cannot be transferred to any other driver of the vehicle. Once the driver leaves the vehicle at the end of their shift the exemption certificate must be removed from the front screen.

14. Driver conduct requirements.

- 14.1 It is expected that all licensed drivers will take reasonable steps to comply with the following standards failure to do so will lead to questions about their continued fitness and propriety:
1. To carry out a daily check to ensure that the vehicle is in a roadworthy condition prior to carrying passengers. Where faults of any description are identified which undermine the roadworthy condition of the vehicle the driver should not drive the vehicle and should report them to the proprietor as soon as possible. **Where warning lights activate during a shift (tps of failed bulb etc.) the cause should be rectified as soon as possible and always before the start of the next shift.**
 2. To be professional and understanding to other road users.
 3. To be polite and courteous to passengers.

4. To behave in a manner that is in keeping of that expected of a professional licensed driver.
 5. Not to engage in any activity that would undermine professional standards and public confidence in the service.
 6. Not to engage in any unwanted conversation or enter into any conversation of a personal or sexual nature.
 7. Not to ask for or share any personal contact details with any passengers including via any social media apps.
 8. To assist passengers, where necessary into and out of the vehicle.
 9. To offer assistance to passengers with their luggage.
 10. To wear the driver's identification badge at all times when working.
 11. Be punctual.
 12. Not to allow passengers to smoke or vape in your vehicle.
 13. Not to use a handheld mobile phone or similar device whilst driving.
 14. Transport passengers by the shortest available route (subject to any unforeseen circumstances such as any road works or congestion where it may be appropriate to take an alternative route by agreement with the passenger).
 15. Hackney Carriage drivers are expected to comply with sections 20.3 and 20.4 of the Taxi and Private Hire Vehicle Policy relating to the correct use of taximeter or GPS fare calculator.
 16. Charge the correct monetary fare.
 17. Comply with the requirements of the current Highway Code.
- 14.2 A licensed driver has successfully passed a driver knowledge test which demonstrates a good knowledge of all main routes throughout the BCP area. A licensed driver is then expected to develop and improve their knowledge whilst working. Sole reliance on Satellite Navigation equipment is not an image that the Council wishes to promote.
- 14.3 A licensed driver is expected to know the shortest route and where unsure to ask the passenger when nearing the desired destination.
- 14.4 A licensed driver should also have regard to their surrounding environment and not cause nuisance when picking up or dropping off passengers so they must take reasonable steps to comply with the following requirements:
1. Not sound the vehicle horn as a means of notifying a passenger of your arrival.
 2. Switch off the engine if required to wait.
 3. Do not play amplified music without passenger consent.
 4. Take whatever action is necessary to avoid disturbance to local residents.
 5. Pick up and drop off safely and without risk to pedestrians and other road users.
- 14.5 Hackney Carriages Drivers can 'stand or ply for hire' so when using appointed ranks drivers they must comply with the following requirements:
1. Rank in an orderly manner.
 2. Move up promptly to allow others to access the end of the rank.
 3. If a space is not available, proceed to the next available rank.
 4. Remain with the vehicle whilst ranked.
 5. When hailed on the street, to stop in a safe manner without hazard to other road users.

14.6 Private Hire drivers **cannot** 'stand or ply for hire' or pick up from the street when hailed.
A Private Hire driver can only accept a fare that has been pre-booked through an operator.

14.7 The Council views the following activities as examples of unlawful plying for hire:

1. Accepting a booking direct from a member of the public without the fare having been pre-booked.
2. Touting or standing at the roadside directing persons to vehicles.
3. A driver contacting their office by radio in order to make a booking on behalf of the customer.
4. A driver contacting their office using their own mobile phone to make a booking on behalf of the customer.
5. A driver offering their mobile to assist the customer to make a booking.

14.8 The Council consider all licensed drivers to be 'ambassadors' who will take personal responsibility for presenting BCP Council in a positive light. The Council is committed to improving the overall standards and as such expects all licensed drivers to present themselves in the manner that promotes a good professional image.

15 Driver dress code

15.1 The purpose of a driver's dress code is to seek a standard of dress that portrays a positive image of the BCP licensed trade, to enhance a professional image of drivers licensed by this Authority and to ensure public and driver safety is not compromised.

15.2 The Licensing Authority expects that drivers will always comply with the following requirements when they are working:

1. Drivers are expected to be well groomed and tidy.
2. Drivers must always ensure a smart standard of dress and cleanliness is maintained at all times, such as smart shirt, blouse/top, collared polo shirt together with trousers, tailored shorts, a skirt, or dress.
3. Drivers must wear a top at all times.
4. Clothing must be free from holes, rips, and snags.
5. Denim jeans and track suit bottoms are not permitted.
6. Religious or cultural attire is permitted, where appropriate.
7. Drivers must not wear or display any clothing, logos, badges, or any other image that implies a political, sporting, national or similar allegiance which could cause offence, discriminate, or enflame sections of the community.
8. Sports replica shirts e.g., football, rugby or cricket tops, track suits or gym type wear are not acceptable.
9. Footwear for all drivers shall fit around the heel of the foot. Mules or flip flops and/or bare feet are not acceptable.
10. Headwear is not permitted unless for religious or medical reasons.
11. Drivers shall not wear any item of clothing or apparel which exhibits any of the following:
 - A. Offensive language.
 - B. References to drunkenness or the use of recreational drugs.
 - C. Anything racist, sexist, discriminatory or otherwise offensive.
 - D. Any tattoos they may be considered sexist, racist, or otherwise offensive must be covered at all times.

16 Driver licence conditions

- 16.1 The Licensing Authority may attach such conditions to a Private Hire and/or Hackney Carriage, and/or dual drivers licence as are considered necessary.
- 16.2 The standard conditions are available in Appendix A.
- 16.3 All drivers must read and understand the licence conditions which will be available on the Council website.
- 16.4 When new drivers collect their licence for the first time, they will be required to sign a declaration that they have read and understood the conditions. A copy of this policy and all accompanying appendices will be issued to them.
- 16.5 Failure to comply with the conditions set out in this document may result in enforcement action (Section 19).

17 How to use this policy

- 17.1 All BCP licensed drivers should ensure that they are fully compliant with the policy and appendices.
- 17.2 At first application and renewal licenced drivers will be provided with an up-to-date link to this policy and its appendices.
- 17.3 It is a requirement that all drivers adhere to this policy and the conditions set out in it. In the event of enforcement action being necessary, it is not deemed acceptable that a licenced driver uses the excuse they were not aware of the requirements of this policy.

18 Roles and responsibilities

- 18.1 The Licensing Manager is responsible for overseeing the functions and work of the licensing team who deliver the policy.
- 18.2 The Licensing Committee or Sub- Committee will be presented with reports in cases where drivers do not meet the conditions of their licence, or where a complaint has resulted in the need for the licence to be reviewed.

19 Enforcement and sanctions

- 19.1 Any driver who does not comply with this policy, or any conditions contained in it, which leads to a breach of a condition, or any complaint received will be subject to investigation, the result of which may be brought before the Licensing Committee.
- 19.2 The Licensing Committee can choose to revoke a licence or suspend a licence pending any necessary action by the drivers such as attending training or counselling as required.
- 19.3 Decisions by the Licensing Committee are subject to appeal to the Magistrates Court within a statutory appeal period of 21 days from the notification of any committee hearing decision.

20 Complaints, disciplinary and delegation to officers

- 20.1 In cases of complaints, allegations, or reports of unacceptable behaviour by a licensed driver, the licensing officer will investigate the matter fully and determine the seriousness of the allegation.
- 20.2 Once the full details of the complaint with both sides of the story have been considered, the officer will assess the severity of the complaint together with any previous history/issues and other previous actions taken to determine what action, if any is needed.
- 20.3 The actions which will be taken by officers following a complaint are as follows:-
- Non serious complaint no history – **issue advisory guidance**
 - Non serious complaint, history of similar issues - **issue written warning.**
 - Non serious complaint, history of similar issues and already received warning – **issue Written Formal Caution** if already cautioned or officer is concerned refer to Committee.
 - Serious event of concern no immediate risk to public safety, no history – **issue written warning.**
 - Serious event of concern no immediate risk to public safety, history of similar issues – **Issue Formal Caution**
 - Serious event of concern no immediate risk to public safety history of similar issues and already received warning – **Refer to Committee.**
- 20.4 Where there are serious allegations that are deemed to pose an **imminent risk to public safety regardless of whether there is any history of complaints against the driver or not**, will be investigated and actioned immediately. The Licensing Manager or Licensing Officer will try to contact the driver in question to discuss the allegations. If the officer deems that the complaint is founded and the evidence is sufficient to support the allegation of an imminent risk to public safety, then the matter will be referred to three members of the Licensing Committee to include the Chair and/or Vice Chair for them to make a decision if any immediate action needs to be taken in respect of a licence.
- 20.5 If members determine that the evidence presented demonstrates there is an imminent risk to public safety, the driver's licence could be immediately revoked and the driver concerned will be notified and required to surrender their badge and paper licence the same day. Members will confirm in writing the decision made and the reasons why the decision was reached.
- 20.6 If members agree there is a risk to public safety, but it is not an imminent risk the matter will be referred to the Licensing Sub-Committee.
- 20.7 In all cases of complaint, officers will make reference to the driver licence conditions attached to all licences as detailed in Appendix A, as well as the guidance contained within the following documents:-
- Institute of Licensing (IOL) Suitability Guidance (November 2024)
 - The Statutory taxi and private hire vehicle standards
[Statutory taxi and private hire vehicle standards - GOV.UK](#)

APPENDIX A

Private Hire / Hackney Carriage Driver Conditions of Licence

These conditions of licence are made pursuant to Section 51 of the Local Government (Miscellaneous Provisions) Act 1976 and Section 46 of the Town and Police Clauses Act 1847

1. DRIVER BADGE

- a. The driver must at all times, when driving a licensed vehicle for hire or reward, the driver's badge issued by the Council must be displayed in a prominent visible place in the vehicle.
- b. The driver's badge remains the property of the Council. Upon expiry of the licence and badge (whether application to renew has been made or not) the badge must be returned to the Council within 7 days of expiry or other such time as the Council may specify.
- c. The badge must be returned to the Council immediately should the licence be suspended, revoked or becomes invalid for any reason (e.g. expiry).

2 CONDUCT OF DRIVER

- a. The driver must dress in accordance with the BCP Council Licensed Driver Dress Code at stated in chapter 15 of this Policy.
- b. The driver must comply with the BCP Code of Conduct in relation to working with vulnerable passengers' chapter 14 of this Policy.
- c. The driver must behave in a civil and orderly manner and comply with all reasonable requirements of any person hiring or being conveyed in the vehicle.
- d. The driver must afford all reasonable assistance with passenger luggage as may be required. At the conclusion of the journey the driver must similarly offer all reasonable assistance to passengers leaving the vehicle and assist them with luggage or any disability aids or wheelchair.
- e. Particular care must be taken with unaccompanied children and vulnerable adults. Drivers must remain alert to safeguarding matters related to children and vulnerable adults. Drivers should ensure that children and vulnerable adults leave the vehicle directly onto the kerb and immediately outside their destination (if it is safe and legal to do so).
- f. The driver must take all reasonable steps to ensure the safety of passengers entering or conveyed in or alighting from the vehicle, especially those passengers with a disability – see 4 below.
- g. The driver must not smoke tobacco or like substance (including vape) in the vehicle at any time as detailed by the Health Act 2006.
- h. The driver must not, without the express consent of the hirer, drink or eat in the vehicle (water may be drunk) or play any radio or sound reproducing instrument or equipment in the vehicle other than for the sending or receiving messages in connection with the operation of the vehicle.

- i. The driver must at all times when driving a licensed vehicle ensure that such vehicle is maintained in a roadworthy and clean condition.
- j. The driver of a licensed vehicle must ensure that none of the markings / signs / notices that are required to be displayed on the vehicle become concealed from public view or be so damaged or defaced that any figure or material particular is rendered illegible.
- k. The driver of a private hire vehicle must if they are aware that the vehicle has been hired to be in attendance at an appointed time and place or they have otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place punctually attend at the appointed time and place unless delayed or prevented by sufficient cause.
- l. The use of scanner equipment is prohibited.
- m. The driver of a wheelchair accessible vehicle is required to hold a Driving Standards Agency (DSA) Wheelchair Assessment Certificate.
- n. Drivers must undertake an inspection of any vehicle that they are driving whilst working as a private hire / Hackney Carriage driver. This inspection must be undertaken at least daily and before the first carriage of fare paying passengers in the vehicle whilst it is being driven by the licence holder. The checks to be carried out by the driver must include all vehicle maintenance items listed in the annex to the Highway Code entitled 'vehicle maintenance, safety and security.' In addition, a check must be made to ensure that all signage and notices that are required by BCP Council licensing conditions are appropriately fixed / attached to the vehicle. A record must be made by the driver to confirm that the checks have been undertaken, this record must be available for inspection by an authorised officer of the council.
- o. The driver must ensure that in cases where the vehicle has been fitted with a CCTV system, it is operational at all times that the vehicle is being used as a licensed vehicle (i.e. for the carriage of fare paying passengers). The system does not need to be operational during other times (for example when being used for domestic purposes).

Video recording must be active at all times.

The driver must not tamper or otherwise interfere with the system or the footage that is contained within it (nor must the driver allow the system to be tampered or interfered with by any person that does not have the council's express authority to do so), except as would be expected in order to operate the system in accordance with the manufacturer's directions.

3 FARES AND FARECARDS

- a. The driver of a **private hire vehicle** must ensure that a notice is visibly displayed for the benefit of passengers to the effect that in the absence of a published fare scale, the fare should be agreed between passenger(s) and driver before commencement of the journey.

When a fare scale is used that fare scale must be displayed and must be a similar size to the fare cards carried by Hackney Carriages and must give an accurate reflection of the charge, including any specific additions (i.e. Bank Holiday and after midnight loading) the customer may be expected to pay.

- b. The driver must not, if driving a licensed vehicle fitted with a taximeter, other approved device, cause the fare recorded thereon to be cancelled or concealed until the hirer has had the opportunity of examining it and has paid the fare.
- c. The driver must not demand from any hirer of a **private hire vehicle** a fare in excess of any previously agreed for that hiring between the hirer and the operator or if the vehicle is fitted with a taximeter and there has been no previous agreement as to the fare, the fare shown on the face of the taximeter.
- d. The driver must, if requested by the hirer, provide a receipt for the fare paid, such receipt to bear the name and address of the proprietor of the vehicle together with the badge number of the driver.

4 PASSENGERS

- a. The licence holder must not cause, suffer, or permit to be conveyed in a licensed vehicle a greater number of persons exclusive of the driver than the number of persons specified in the licence issued in respect of that licensed vehicle. In addition, the driver must ensure that seat belt legislation is complied with in respect of all children conveyed in the vehicle.
- b. The driver must not allow to be conveyed in the front of a licensed vehicle: -
 - i. more than one person unless the vehicle is manufactured to carry two front seat passengers and seat belts are fitted for both passengers, or
 - ii. subject to paragraph iv below, any child under the age of 10 years old,
 - iii. subject to paragraph iv below, any person between the ages of 10 and 18 years old, unless the passenger is part of a group that includes at least one person over the age of 18, or all other passenger seats in the vehicle are occupied by persons under the age of 18.
 - iv. Paragraphs ii and iii above do not apply in cases where it is not reasonably practicable for the child to sit in the rear of the vehicle due to them having impaired mobility or some other impairment that would mean that it is safer for them to sit in the front seat. The impairment must be confirmed by an appropriate adult (who is independent of the driver). The adult must be familiar with the child's specific needs and confirm that it is not reasonably practicable for the child to sit in the rear seat as a result of that impairment. In these cases, a record must be made of the adult's name and contact details and this record must be retained by the driver for at least 28 days.
- c. The driver must not, without the consent of the hirer of the vehicle, convey or permit to be conveyed any other person in that vehicle.
- d. The driver must provide all reasonable assistance to passengers and especially those with a disability.

All drivers must comply with the requirements of The Equality Act 2010.

Duty to assist passengers in Wheelchairs.

The Equality Act 2010 section 165A places a duty on the driver of a designated* wheelchair accessible Hackney Carriages and Private Hire vehicles to:

- Carry the passenger while in the wheelchair.
- Not to make any additional charge for doing so.
- If the passenger chooses to sit in a passenger seat to carry the wheelchair.
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
- To give the passenger such mobility assistance as is reasonably required.

* Designated vehicles are those listed by the Licensing Authority under section 167 of the Equality Act 2010 as being a 'wheelchair accessible vehicle'.

Duty to carry guide dogs and assistance dogs.

The driver must not fail or refuse to carry out a booking by or on behalf of a person with disabilities who is accompanied by an 'assistance dog' unless the driver has a Medical Exemption granted by the Licensing Authority and is displaying the Exemption Certificate in the approved manner or in the vehicle.

Any animal belonging to or in the custody of any passenger should remain with that passenger and be conveyed in the front or rear of the vehicle.

Drivers are advised to have a blanket / towel which is kept in the boot of the licensed vehicle to be used where they may have concerns about excess dog hair being left in the vehicle.

5 FOUND PROPERTY

Any property accidentally left in the vehicle which is found by or handed to the driver if not claimed by or on behalf of its owner, shall be taken to the nearest Police Station and left in the custody of the officer in charge. Any property not accepted by the police is to be kept for a period of 28 days to allow for the owner to claim it. A record is to be kept of all such property including the date it was found, date claimed or disposed of and how.

6 MEDICAL CONDITION(S)

- a. The licence holder must notify the Council ***in writing/via email without undue delay*** of any change in medical condition.
- b. The licence holder must at any time, or at such intervals as the Council may reasonably require, produce a certificate in the form prescribed by the Council signed by a registered medical practitioner to the effect that they are or continues to be physically fit to be a driver of a Private Hire/Hackney Carriage vehicle.

7 CONVICTIONS, CAUTIONS, ARREST ETC.

The licence holder must notify the Council **in writing within 5 working days (or 3 working days in the case of arrest)** providing full details of any conviction, binding over, caution, warning, reprimand, or arrest for any matter (whether or not charged) imposed on him / her during the period of the licence.

The 5 days excludes a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, Bank Holidays, or any other day on which the Licensing Office is closed.

What should be reported:-

- Any conviction (criminal or driving matter).
- Any caution (issued by the Police or any other agency).
- Issue of any Magistrate's Court summonses against you.
- Issue of any fixed penalty notice for any matter.
- Any harassment or other form of warning or order within the criminal law including anti-social behaviour orders or similar.
- Arrest for any offence (whether or not charged).
- Any acquittal following a criminal case heard by a court.

Fixed Penalty Notices

The driver must notify the Council in writing of the acceptance of any fixed penalty endorsement within **5 working days**.

Arrest for any Offence

Whether charged or not the driver must notify the Council within 3 working days of their arrest for an alleged offence(s).

8 DISCLOSURE AND BARRING SERVICE ONLINE UPDATE SERVICE

All licence holders must subscribe to the Disclosure and Barring Service Online Update Service. [Gov.Uk - DBS-Update-Service](https://www.gov.uk/dbupdate-service)

Any costs associated with maintaining this subscription must be met by the licence holder.

The licence holder must give permission for the council to undertake checks of their DBS status should the council consider it necessary to do so. The council will use the update service to monitor the criminal record of licence holders.

9 CHANGE OF OPERATOR

The licence holder must notify the Council ***in writing within 5 working days*** * of any change of operator through whom they work.

**** The 5 working days excludes a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, Bank Holidays, or any other day on which the Licensing Office is closed.***

10 CHANGE OF ADDRESS AND EMAIL ADDRESS

a. The licence holder must notify the Council ***in writing/email within 5 working days*** * of any change of their address taking place during the period of the licence, whether permanent or temporary.

b. The licence holder must notify the Council ***in writing/email within 5 working days*** * of any change of their contact email address taking place during the period of the licence, whether permanent or temporary

**** The 5 working days excludes a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, Bank Holidays, or any other day on which the Licensing Office is closed.***

11 WORKING HOURS

Licensed drivers will not drive when their ability to do so is impaired by having worked excessive hours.

12 CUSTOMER AND OTHER PERSONAL INFORMATION

Drivers must ensure that any personal information obtained during the course of their business is stored securely, and only retained for as long as is absolutely necessary. Access to this information must be restricted to those that will use it for the purpose for which it has been collected.

Personal information must not be used for any other purpose other than that for which it was collected without the express permission of the individual to which the information relates.

For example, telephone numbers provided by customers so that they can be alerted/updated by SMS text message with regard to a booking they have made must only be used for this purpose. The information must not be retained by the driver after the text message has been sent, and / or used for any other purpose (such as unsolicited calls or messages).

13 DUTY TO COOPERATE ON REGULATORY MATTERS

Licensed drivers must co-operate with authorised officers of the council in all matters relating to the regulation of the licensed vehicle trade. However, nothing in this condition affects the licence holders statutory protection afforded by other legislation.

14 APPEARANCE OF DRIVER

If a licensed driver alters their appearance significantly (for example by growing/removing a beard or moustache, changing hair colour etc), they must request a replacement ID badge from the council at the earliest opportunity and supply them with a up to date photograph that is an accurate portrayal of their current appearance.

15 ACCIDENTS

If at any time the vehicle is involved in an accident, however minor, the driver must inform the Council of this fact as soon as possible and in any event within 3 working day (by email).

Equality Act 2010

Duty for drivers of Wheelchair Accessible Vehicles to assist passengers in wheelchairs.

1. Under section 165 licensed drivers of designated wheelchair accessible vehicles **MUST** undertake the following duties
 - Carry the passenger while in the wheelchair.
 - Not make any additional charge for doing so – this includes making sure the meter is NOT running while you are rendering assistance into and out of the vehicle.
 - If the passenger chooses to sit in a passenger seat to carry the wheelchair
 - To take such steps as are necessary to ensure that the passenger is carried in safety and comfort.
 - To provide such assistance as it necessary to :-
 - enable the passenger to get into and out of the vehicle, this should include installing the boarding ramp.
 - if the passenger wishes to remain in the wheelchair, to enable them to get into and out of the vehicle while in the wheelchair. This should include pushing a manual wheelchair or light electric wheelchair up a ramp.
 - to load the passenger's luggage into out of the vehicle
 - if the passenger does not want to remain in the wheelchair to load the wheelchair into and out of the vehicle. This should include folding a manual wheelchair and placing it in the luggage compartment or stowing a light electric wheelchair in the luggage compartment.
2. The Council expects it that the owner and/or driver of a designated wheelchair accessible vehicle is fully aware of the safe method for loading, securing, and unloading of wheelchair users. The owner and/or driver should also be aware of any limitations that the vehicle may have in relation to different types of wheelchairs.
3. It is a criminal offense to refuse to undertake any of the duties listed above any driver who breaches the duties outlines above will be liable to prosecution and their taxi license could be a risk.
4. It is recognised that some types of wheelchair, particularly some powered wheelchairs, may be unable to access some of the vehicles included in the Local Authorities list. The Act recognises this possibility, and section 165(9) provides a defence for the driver if it would not have been possible for the wheelchair to be carried safely in the vehicle.
5. Drivers who have a certified medical condition or physical condition, which makes it impossible or unreasonably difficult for them to assist wheelchair users may apply to the council for an exemption from one or more of the duties listed above. Any such application will need to be supported by a completed medical form which is available to download from the council website. The medical form must be completed by the drivers' doctor or specialist, detailing the following:
 - What duties cannot be undertaken.
 - Why they cannot be undertaken.

- Date the conditions was first noted.
 - Whether any modification to the vehicle or the way the driver provides the service can be made that would negate the need for an exemption.
 - How long the medical exemption will be required for.
 - Provide medical reports in support of the request being made.
6. The Council reserves the right to refer the driver to the Council's own medical or occupational health practitioner if an assessment by a third-party medical practitioner is felt necessary. The driver will bear any additional costs.
 7. On a case-by-case basis a temporary exemption certificate or a permanent exemption certificate will be issued which must be displayed clearly in the front windscreen of the vehicle at all times that the driver is using the vehicle. **The exemption only applies if the notice is displayed correctly.**
 8. In cases where the licensing officer has any concerns regarding granting an exemption then the matter will be referred to the Licensing Committee.
 9. There is a right of appeal to any decision made and the driver can appeal to the Magistrates court within 28 days of the decision being made.

Duty of all drivers to carry of assistance dogs

10. Under sections 168 and 170 licensed drivers of taxis and private hire vehicles are under a duty to carry passengers with guide, hearing, and other assistance dogs without additional charge. When carrying such passengers drivers must: -
 - Convey the disabled passengers dog and allow it to remain under the physical control of the owner and
 - Not make or propose to make any additional charge for doing so.
11. It is a criminal offence to refuse to carry an assistance dog and any driver who breaches the duties outlined above will be liable to prosecution and their taxi licence could be a risk.
12. Drivers who have a certified medical conditions which is aggravated by exposure to dogs may apply to the Council for an exemption from the duties listed above. Any such application will need to be supported by a completed medical form which is available to download from the council website. The medical form must be completed by the driver's doctor or specialist, detailing the following:
 - What duties cannot be undertaken.
 - Why they cannot be undertaken.
 - Date the conditions was first noted.
 - Whether any modification to the vehicle or the way the driver provides the service can be made that would negate the need for an exemption.
 - How long the medical exemption will be required for.
 - Provide medical reports in support of the request being made.

13. The Council reserves the right to refer the driver to the Council's own medical or occupational health practitioner if an assessment by a third-party medical practitioner is felt necessary. The driver will bear any additional costs.
14. On a case-by-case basis a temporary exemption certificate or a permanent exemption certificate will be issued which **must be displayed clearly in the front of the vehicle at all times that the driver is using the vehicle**. The exemption only applies if the notice is displayed correctly.
15. In cases where licensing officer have any concerns regarding granting an exemption then the matter will be referred to the Licensing Committee or Sub Committee. .
16. There is a right of appeal to any decision made and the driver can appeal to the Magistrates court within 21 days of the decision being made.

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Hackney Carriage and Private Hire Vehicle Policy

2025-2030

DRAFT

Bournemouth Christchurch and Poole (BCP)Licensing

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Introduction

The Licensing Committee and officers are committed to ensuring the highest standards in order to protect public safety when administering this policy.

All requirements contained within this policy together with conditions on the licence are a mandatory requirement for holding a Hackney Carriage or Private Hire Vehicle Licence issued by Bournemouth Christchurch and Poole Council (BCP).

From the first day of adoption of this policy ALL licence holders are required to meet these high standards, and it is expected that they will ensure they are fully aware of this policy and comply with all the requirements set out within it.

The Licensing Committee will not accept the excuse that a licence holder was not aware of these requirements when considering any matters brought before them.

1. Purpose statement

- 1.1 BCP Council has a responsibility to issue Hackney Carriage and Private Hire vehicles, operators and driver licences under the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.
- 1.2 The policy also reflects government guidance as set out in the Department for Transport Statutory Taxi and Private Hire Vehicle Standards issued in July 2020 and updated in 2022. [Statutory taxi and private hire vehicle standards - GOV.UK](#)
- 1.3 In the interest of public safety BCP Council seek to ensure that anyone issued with such a licence is considered to be 'fit and proper' and that the vehicle meets the safety standards prior to issuing or reissuing any licence.
- 1.4 This Policy is concerned with the regulation of Hackney Carriage and Private Hire licenced vehicles and the council adopts the overall approach to encouraging the responsible activity of all licence holders. In the interests of its residents and visitors, it will not tolerate any vehicle which poses a threat to the safety of any passenger or other road user.
- 1.5 Notwithstanding the existence of this Policy, each application or enforcement measure will be considered on its own merits. Where it is appropriate for the Council to depart from its Policy clear reasons will be given for doing so. Nothing in this Policy will prevent an applicant or licence holder requesting that the Council considers the individual merits of their case and give reasonable consideration to departing from its Policy. Such requests may either be in writing via email or orally before the Licensing Committee or Sub Committee.

2. Who the policy applies to

- 2.1 This Policy will assist applicants, licence holders, officers of the Licensing Authority, Members of the Licensing Committee, and persons using Hackney Carriage or Private Hire vehicles to be aware of the standards of conduct and behaviour required of all prospective or existing licenced vehicle proprietors, drivers and operators.

- 2.2 This Policy also affords members of the Licensing Committee and Officers of the Licensing Authority alike, to consider the concerns of the public and other recognised bodies, and to take appropriate measures where the behaviour of licensed vehicle proprietors, drivers and operators are called into question at application or after licences have been issued.

3. This policy replaces

- 3.1 This Policy replaces the previous BCP Council Hackney Carriage and Private Hire Vehicle Policy implemented in June 2021.

4. Approval process

- 4.1 BCP Council as the Licensing Authority has delegated the Licensing Committee to oversee the development and review of its Hackney Carriage and Private Hire Vehicle Policy.
- 4.2 Once drafted the policy is subject to a period of public consultation. Consultation responses are reported to the full Licensing Committee for consideration.
- 4.3 Once finalised the policy is presented to the Full Council for ratification.

5. Links to Council Strategies

- 5.1 This policy supports the BCP Council Core Strategy.
- 5.2 During the preparation of this policy document due consideration has been given to the following Key Council Strategies:
- Corporate Plan
 - Sustainable Transport Plan
 - Workforce Strategy
 - Health & Wellbeing Strategy
 - Safeguarding Strategy
 - Climate Change Strategy
 - Children in Care Strategy
 - Crime & Disorder Reduction Strategy
 - Equality & Diversity

6. The policy

- 6.1 This policy is a working document, and the Licensing Authority reserves the right to alter and amend the policy as appropriate to correct errors, inconsistencies, clarify guidance, legislative changes and issue a revised version of the policy at any time. However, any **significant changes** to the Policy will only be implemented after a formal consultation process with the trade and public.
- 6.2 Any **significant amendment** is defined as one that:
- Is likely to have a significant financial effect on licence holders or
 - Is likely to have a significant procedural effect on licence holders or
 - Is likely to have a significant adverse effect on the community
- 6.3 Any changes to this policy will be communicated to licence holders via email as soon as practicable to do so

7. Vehicle requirements for new or replacement vehicles

- 7.1 All vehicles must comply with British and European vehicle regulations, be approved to the standard of type M1 European Whole Vehicle Type Approval (EWVTA), and materially unaltered from the type approval specification. A certificate of conformity bearing the vehicle's unique identification number which relates to an M1 whole vehicle type approval may be required. This requirement is subject to the following provisions:
- The Council may, at its discretion, accept vehicles converted and certified as conforming to a national Small Series or Low Volume Type Approval in place of the above requirement, providing no further modifications have been made to the vehicle since conversion. A certificate of conformity, bearing the vehicle's unique identification number, will be required as evidence of the satisfactory conversion.
 - Proprietors of vehicles which have been modified from an original type approval specification must additionally provide proof of type conformity by way of successful completion of a voluntary Individual Vehicle Approval (IVA) test to M1 standards at a Vehicle and Operator Services Agency (VOSA) testing station, following completion of the modification and with any additional equipment (e.g. wheelchair access /restraints) in place. In such cases, the original vehicle, prior to modification, must be of M1 EWVTA Approval.
 - Vehicles converted from other base vehicle types (e.g. M2 or N1) will not be accepted for licensing, unless converted and certified in accordance with the above.
- 7.2 No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made subsequent to the inspection of the vehicle by the Council at any time while the licence is in force and at all times the vehicle shall comply with the specifications of the Council for a licensed vehicle. (Vehicles which have been modified in any way from the manufacturer's standard of construction may not be considered suitable for licensing purposes depending upon the nature of the modification).
- 7.3 The vehicle should have a minimum of four opening doors, two on each side of the vehicle with the exception of London style taxis
- 7.4 To assist applicants the council will publish a list of approved vehicles on the website for reference purposes only.

Vehicle age and emissions

- 7.5 All vehicles at first licence must be no more than 5 years old from the date of first registration and have no more than 60,000 miles on the clock. The vehicle engine emissions must meet euro 6 emission standard or higher (or other equivalent standard.) See section 9.
- 7.6 For wheelchair accessible vehicles these shall have no more than 100,000 miles on the clock and must meet euro 6 emission standard or higher (or other equivalent standard) and all other additional requirements as set out in paragraph 10.2 and Section 14.

Tinted windows

- 7.7 After-market tinted or blacked out windows are not acceptable. Tint film must not be applied to any windows.

Passenger seat

- 7.8 The vehicle must have sufficient seating capacity to carry not less than four and not more than eight passengers in addition to the driver. (The seating capacity is determined on the assumption that allowance is made for a rear seating width of approximately 400 mm (16") per passenger measured laterally along the widest part of the seat and where arm rests are positioned over such seats the measurement shall be taken between arm rests.)
- 7.9 Access to every passenger seat must be unobstructed and be easily accessible to passengers and without the need for more than one passenger to move.
- 7.10 Head rests and seatbelts must be fitted to all forward or rear facing seats.

Luggage

- 7.11 A suitable space separated from the passenger compartment for the safe carriage of luggage.
- 7.12 The boot capacity shall be no less than 370 litres, please ensure with estate and hatchback or similar type cars this is not calculated to include above the parcel shelf unless there is a permanently fixed divider behind the rear seats.
- 7.13 The vehicle shall not carry luggage on the roof, without ensuring that it is adequately fixed on a secure luggage rack which complies with necessary safety standards and weight restrictions.

Insurance write-offs

- 7.14 No vehicle which has been previously written off will be licenced regardless of the category.

Card payments

- 7.15 All vehicles must have a payment facility to accept debit/credit cards and contactless payment
- 7.16 The payment facility must be kept in the vehicle, be fully operational and available for immediate use at all times the vehicle is operational.
- 7.17 No additional costs as a result of card payments may be passed to the customer.

Speciality vehicles

- 7.18 Speciality vehicles such as limousines or novelty vehicles must comply with the requirements as set out in Appendix A.

8. Vehicle Inspections

- 8.1 All licenced vehicles regardless of age or mileage will be required to have two mechanical inspections per calendar year.
- Prior to the issue of a licence and annually thereafter a licensed vehicle must undergo a mechanical examination at one of the Council approved designated testing centres. The testing station will issue a Mechanical Examination Certificate (MEC) for twelve months.
 - The vehicle must then be tested no more than 6 months but no less than five months after the MEC issue date . This inspection will take the form of a standard Mot and can take place at any DVSA authorised garage. (If there is an existing Mot this can mean the vehicle is tested three times the first year to bring the testing into synchronisation with the policy requirements.
- 8.2 Failure to complete the MEC or Mot by the due date will result in the vehicle licence being immediately suspended and the vehicle cannot be used as a licensed vehicle until confirmation that the test has been successfully completed is received and reviewed by the taxi licensing team.
- 8.3 Failure to complete the MEC within two months of the due date will result in the vehicle licence being revoked.
- 8.4 The annual MEC test the vehicle must be completed no more than four weeks before the anniversary of the first MEC test inspection date.
- 8.5 If the vehicle fails the MEC and its condition represents a risk to passengers a Stop Notice will be issued, this suspends the vehicle licence until the necessary repairs are carried out and the vehicle has been rechecked at the testing station.
- 8.6 The Council does not have a duty to notify the licence holder's that their vehicle requires a test certificate to remain licenced. It is the licence holder's responsibility to ensure that the vehicle is tested in accordance with the requirements of the licence.

9. Vehicle emission requirements

- 9.1 BCP council has declared an Environment Emergency, vehicles exhaust emissions are a principal source of air pollution.
- 9.2 All vehicles must meet the minimum emission standard Euro 6 or equivalent standard with the exception of speciality vehicles.
- 9.3 The aim of Euro 6 is to reduce levels of harmful car and van exhaust emissions, both in petrol and diesel cars.

10. Applications for new or replacement vehicles

- 10.1 Vehicle licences for new or replacement vehicles will only be issued on receipt of all the necessary paperwork. Applicants are reminded that the licence is for the vehicle and the plate together so the person who applies for the licence MUST own the vehicle as well as be a licence holder. Licences can be issued to multiple applicants to ensure everyone who has a financial interest in the vehicle and its licence are named.
- 10.2 Applications must be accompanied by the following documents

- V5 – this is the registered keeper details
- VOSA – if vehicle is more than 12 months old
- Certificate of mechanical inspection from appointed testing centre
- Proof of purchase – receipt/bill of sale/HP agreement
- Valid insurance which includes hire and reward
- Basic DBS certificate dated within 12 months, if the applicant already holds a Hackney Carriage or Private Hire drivers licence issued by BCP council the DBS update service details must be provided with the application. The basic DBS certificate or DBS update details are required for each named person applying for the vehicle licence
- Certificate of conformance (for wheelchair accessible vehicles only on first application)
- Lifting Operations and Lifting Equipment Regulation (LOLER) certificate where a vehicle has an electric winch or other electric equipment to help move wheelchairs.
- Driver wheelchair accessible training certificates (for wheelchair accessible vehicle only)
- Correct fee

10.3 Once all the relevant paperwork has been submitted a vehicle licence and plate will be issued to the main designated licence holder.

10.4 Once issued the licence holder is responsible for complying with the licence conditions as set out in Appendix C Hackney Carriage and Private Hire Conditions of Licence.

11. Renewal of licence

11.1 Holders of existing vehicle licences must apply to renew their licence no earlier than two months prior and no later than ten working day prior to the expiry date.

11.2 Where the vehicle is a wheelchair accessible vehicle the licence holder must also supply evidence of each drivers additional training in the safe transportation of passengers in a wheelchair. Refresher training certificate should not be more than three years old.

11.3 The council has no duty to notify the holder that their licence is due for renewal as it is the licence holder's responsibility to renew their licence. As a courtesy an email reminder will be sent to the licence holder in advance of their renewal date. It is the licence holder's responsibility to ensure their email address is kept up to date.

11.4 Renewal applications must be submitted electronically via email to:
taxi.privatehire@bcpcouncil.gov.uk.

11.5 The renewal criteria is the same as for an application, as set out section 10.

11.6 If a Licence holder does not renew their licence by the renewal date, the licence will automatically expire. Where this occurs, the applicant will be required to submit a new application, and the vehicle will be deemed to be a new vehicle. Therefore, the vehicle will need to meet all the necessary requirements for a new vehicle. (As in Chapter 7) The expired vehicle licence plates must be returned to the Licensing Authority within five working days of expiry.

12. Criminal Records

- 12.1 The applicant/licence holder must declare any previous criminal convictions, cautions and fixed penalty notices received, including those awaiting appeal, and any charges pending. The council will make a decision as to the relevance of convictions, cautions, charges and fixed penalty notices in accordance with criminal convictions guidelines.
- 12.2 The council may require further information from the Police or Crown Prosecution Service. Applicants/licence holders who have previous criminal convictions, cautions, fixed penalty notices or charges pending will be interviewed and details of that interview may be included in any report which is referred to the Licensing Committee.
- 12.3 Failure to disclose or declare any previous convictions, cautions, fixed penalty notices or pending charges, maybe construed as an attempt to deceive and appropriate and proportionate action will be taken.
- 12.4 BCP Council will have regard to the IOL guidance on determining the suitability of applicants and licensees in the taxi and Private Hire trade as a minimum standard.
- 12.5 In addition, consideration on suitability may include other factors including the conduct of the applicant during the application process or during the term of their existing or previous licence as well as their conduct, co-operation and working relationship with the Authority and its officers.
- 12.6 In essence a 'fit and proper' vehicle proprietor .
- Any previous criminality will be assessed (see assessment of previous convictions annexe of [Statutory taxi and private hire vehicle standards - GOV.UK](#))
 - should not be violent, abusive or threatening in their behaviour even if subjected to unpleasant, confrontational or dishonest passenger behaviour or when subject to enforcement action from officers.
 - should be honest and trustworthy with integrity as they have access to a large amount of personal information that could be misused and significant opportunity to defraud people.
 - should work co-operatively with and be civil and respectful towards officers of the Licensing Authority who are carrying out their duties.
- 12.7 This list is not exclusive, and other factors may also be relevant to the fit and proper person definition.
- 12.8 The Licensing Authority will consider all information provided to it from sources such as the Police, Children and Adults Safeguarding Committees, Passenger Services and other statutory agencies. Existing licence holders will also have previous history/outcomes during their time as a licensed driver /operator or previous applicant taken into account and their ability to work constructively and positively with the Licensing Authority.
- 12.9 The Licensing Authority will consider all criminal history, unacceptable behaviour and conduct irrespective of whether the specific history, behaviour or conduct occurred whilst licence holders drivers were directly engaged in their professional capacity at work or whether they occurred during the licence holders own personal time.

13. CCTV and other electronic equipment

13.1 The Licensing Authority has determined that CCTV systems can be installed and operated in Hackney Carriage and Private Hire vehicles for the following legitimate purposes:

- preventing and detecting crime
- reducing the fear of crime
- enhancing the safety of Hackney Carriage and Private Hire vehicle drivers, and their passengers

13.2 The policy seeks to ensure that the installation and operation of CCTV systems does not

- (a) unreasonably interfere with the rights and freedoms of members of the public; and
- (b) compromise the safety of drivers and passengers.

13.3 A CCTV system will include any electronic recording device attached to the inside of a Hackney Carriage or Private Hire vehicle having the technical capability to capture and retain visual images from inside or external to the vehicle. Appendix D.

13.4 Any CCTV system to be fitted in a Hackney Carriage or Private Hire vehicle must, as a minimum, meet the requirements of this policy.

13.5 Where a licensed vehicle proprietor/driver wishes to install and use a CCTV system, it will be a condition of the Hackney Carriage or Private Hire vehicle licence that the requirements of this policy are fully complied with.

13.6 This policy does not place a mandatory requirement to install a CCTV system in all Hackney Carriage or Private Hire vehicles.

13.7 Other electronic equipment which is not supplied with the vehicle as standard should be for the receiving and fulfilling of bookings and be of an approved type.

13.8 Unauthorised equipment for the recording and replay of video and audio is not permitted.

13.9 Dashcams can be installed. They must not record sound and must be recording the outside of the vehicle only. As the vehicle is for public hire the licence holder will also need to ensure that it is registered with the Information Commissioner in the same way as the CCTV. Appendix D

14. Wheelchair accessibility

Wheelchair Accessible Vehicle (WAV) requirements and published list

14.1 It is expected any vehicle presented to the council to be licenced as a wheelchair accessible vehicle must meet the following space standards which are 1350mm high, 700mm wide, 1200mm long as stated within [the Statutory Guidance Access to taxis and private hire vehicles for disabled users - GOV.UK](#)

14.2 It is the licence holder's responsibility to ensure any vehicle meets this standard prior to purchase and presentation for a licence.

- 14.3 Prior to any licence being issued the applicant will have to provide a copy of the vehicle conformance certificate for the adaptation or the vehicle should have a Multistage (stage 2 verification plate) build plate that must be complete, legible, and match the vehicle it was originally issued to.
- 14.4 These regulations also set out the requirements for the testing of wheelchair restraints and hoists. It will be a requirement at first licence and each subsequent renewal that testing LOLER certificates showing annual maintenance of any hoist, restraint system and ramps is submitted.
- 14.5 The council has a duty to publish a list of wheelchair accessible vehicles so that anyone that requires such a vehicle is able to book one directly. All wheelchair accessible vehicle licence holders will be required to provide a contact name and number together with vehicle availability details on an annual basis on first application and at renewal. If the details change it is the responsibility of the licence holder to notify the Licensing team.
- 14.6 WAV Training to be completed in accordance with paragraph 11.2.

Duty to assist passengers in wheelchairs

- 14.7 Under section 165 of the Equality Act 2010 licensed drivers of designated wheelchair accessible vehicles MUST undertake the following duties.
- Carry the passenger while in the wheelchair.
 - Not make any additional charge for doing so – this includes making sure the meter is NOT running while you are rendering assistance into and out of the vehicle
 - If the passenger chooses to sit in a passenger seat to carry the wheelchair
 - To take such steps as are necessary to ensure that the passenger is carried in safety and comfort.
 - To provide such assistance as is necessary to enable the passenger to get into and out of the vehicle, this should include.
 - installing the boarding ramp, if the passenger wishes to remain in the wheelchair, to enable them to get into and out of the vehicle while in the wheelchair. This should include pushing a manual wheelchair or light electric wheelchair up a ramp.
 - to load the passenger's luggage into out of the vehicle
 - if the passenger does not want to remain in the wheelchair to load the wheelchair into and out of the vehicle. This should include folding a manual wheelchair and placing it in the luggage compartment or stowing a light electric wheelchair in the luggage compartment.
- 14.8 It is expected by the Council that the proprietor and/or driver of a designated wheelchair accessible vehicle is fully aware of the safe method for loading, securing and unloading of wheelchair users for their particular vehicle.
- 14.9 The licence holder will be responsible for ensuring drivers of their vehicle can safely transport and assist passengers in a wheelchair and as such they must submit a certificate of training for each named driver as part of the vehicle renewal process.

15. Hackney Carriages

- 15.1 Hackney Carriage vehicles are available for immediate hire by being hailed (flagged down) in a public street or hired from a taxi rank.
- 15.2 As these vehicles are not pre-booked it is important that members of the public can easily identify a licenced vehicle in order to flag it down or accept a ride from a rank.
- 15.3 Hackney Carriages can also be used as a Private Hire vehicle and can work for any operator regardless of the area the operator is licenced in.
- 15.4 Hackney Carriage appearance and livery reflects the conurbation and in order to ensure visitors and residents alike they should be easily identifiable as a BCP Hackney Carriage. See Section 17.
- 15.5 All Hackney Carriages must have an illuminated roof sign. See Section 18.
- 15.6 The Hackney Carriage licence plates issued by BCP Council must be displayed in the approved positions. See Section 19.
- 15.7 All Hackney Carriages must be fitted with a meter and receipt printer. See Section 20.
- 15.8 BCP Council does not allow dual plating. Any vehicle that is licensed by BCP Council may not be licensed by any other Council at the same time.

16. Quantity restrictions on Hackney Carriage numbers

- 16.1 An 'Unmet Needs' survey was undertaken on behalf of the Licensing Authority in January 2023, the survey concluded that there is no unmet need in any of the three licensed zones within the BCP area.
- 16.2 The three Hackney Carriage vehicle zones for B (Bournemouth), C (Christchurch) and P (Poole) will be retained. Applicants will be required to state which zone the vehicle is to work in when applying for a new licence.
- 16.3 Any application for a new Hackney Carriage vehicle licence will only be approved for Wheelchair Accessible Vehicles.
- 16.4 Existing Hackney Carriage licences which are not restricted to wheelchair accessible vehicles can be replaced with a suitable vehicle which meets policy requirements.
- 16.5 Hackney Carriage licences issued after 2021 in any of the three zones must remain wheelchair accessible at all times and any replacement vehicles must meet the wheelchair accessible requirements of this policy.

17 Hackney Carriage Livery

- 17.1 All new and replacement Hackney Carriage vehicles must be white in colour.
- 17.2 The vehicle shall have permanently affixed, in the prescribed position the following livery:
- A reflective blue stripe which should be between 75-85 mm wide and run continually along each side of the vehicle as close to the window line as possible.

- The reflective blue stripe shall have the words either BOURNEMOUTH CHRISTCHURCH or POOLE (in upper case) depending on the licenced zone of the vehicle on the near and offside quarter panels. Lettering shall be 25mm 'Eurostile' font Medium in white.
- The vehicle door insignia (as approved by BCP Council) must be fixed in place on both front doors of the vehicle and the bonnet.
- Any vehicle that is a designated Wheelchair Accessible vehicle must also display a sticker indicating that it is accessible.

18 Hackney Carriage Roof Signs

- 18.1 All Hackney Carriage vehicle must be fitted with an illuminated roof sign of a size and design approved by BCP Council Licensing Office.
- 18.2 The illuminated roof sign should be positioned so that it is visible from the front and rear by customers
- 18.3 The front of the sign should have a white background and in black letters a minimum of height of 62.5mm and a maximum of 75mm display the word 'TAXI'.
- 18.4 The rear of the sign must be the same size letters and wording as 18.3 but it should be on a red background.
- 18.5 There is an exception for purpose-built Hackney Carriages that have a built-in roof sign/pod.

19 Hackney Carriage Licence Plates

- 19.1 All Hackney Carriages will be issued with licence plates one to be displayed externally and one internally, with the drivers badge displayed internally visible by the passenger at all times.
- 19.2 The external vehicle plates are to be displayed on outer rear of the vehicle by the number plate or bumper and be clearly visible.
- 19.3 The internal licence plate is to be displayed in the front windscreen preferably in the top passenger side of the vehicle or on the internal partition if present in the vehicle. The internal plate must be clearly visible with the illuminated side showing into the vehicle so all travelling passengers can easily identify the licence number and how to make a compliant.
- 19.4 Any damaged or lost plates must be notified to the Licensing Authority immediately. The cost of a replacement plate will incur an additional charge to the licence holder.
- 19.5 The licence plate is the property of BCP Council and must be returned to the Licensing Office when the licence expires and/or it is not to be renewed.

20 Hackney Carriage Fare Meters and Printers

20.1 All Hackney Carriages must be fitted with either of the following types of device:

- a) A meter of the clock/calendar type which has been approved by the Council and which will calculate distance and time of the hiring, and a receipt printer attached to the meter (“a taximeter”); (As set in Appendix F)

Or

- b) A GPS equipped fare calculator which has been approved by the Council and which will calculate distance and time of the hiring, and a receipt printer attached to it (“a GPS fare calculator”)

20.2 In both cases the device must be calibrated and set to a rate which does not exceed the Councils table of fares as may be made and be in force from time to time.

20.3 All Hackney Carriages fitted with a GPS fare calculator (as defined in (b) above) must ensure that:

- i. When standing or plying for hire the GPS fare calculator is inactive insofar as it is not recording time or distance or calculating a fare.
- ii. Before beginning a journey for which a fare is charged for distance and time, activate the GPS fare calculator to record and display the fare until the hiring terminates.

20.4 All Hackney Carriage vehicles should be fitted with a printer connected to the taximeter or GPS fare calculator this must be either hard wired or connected via Bluetooth and must be able to provide either a printed receipt or a virtual receipt to any passenger on request. (A handwritten receipt is not permitted except if the vehicle has a meter temporary permit.)

20.5 A receipt including virtual receipts must include the following information: -

- a. Vehicle registration and licence number
- b. The date and time of the journey.
- c. fare displayed and calculated by the meter together with other approved charges in accordance with the fare chart

20.6 The meter and any associated receipt printer must be maintained in proper working order at all times.

20.7 The licensed holder must ensure that any driver using the licensed vehicle is trained to use the meter and printer in order to facilitate the above requirements.

20.8 In cases where a meter or approved system /and or printer is out of action the licensed vehicle holder must notify the Licensing Office immediately. A meter temporary permit to ply for hire without a meter and or printer may then be issued for a period not exceeding fourteen days and subject to immediate steps being taken to effect repair.

21 Private Hire Vehicles

21.1 Private Hire vehicles cannot be hired without a prior booking via a licenced Private Hire Operator. The requirements of the legislation require that licenced Private Hire vehicles, drivers and operators must all be licenced within the same licensing area.

21.2 BCP council has one Private Hire area which covers the entire council area allowing licenced Private Hire vehicles to be used any BCP licenced Private Hire Operator.

21.3 Private Hire vehicle shall meet the requirements as set out in section 7, with the exception of speciality vehicles. See Appendix A.

- The proprietor of a Private Hire vehicle shall at all times ensure the vehicle is not of such design and appearance as to lead any person to believe that the vehicle is a Hackney Carriage.

21.4 BCP Council does not allow dual plating. Any vehicle that is licensed by BCP Council may not be licensed by any other Council at the same time.

22 Private Hire fare meter and printer

22.1 A Private Hire vehicle is permitted to be fitted with either a:

- a) A meter of the clock/calendar type which has been approved by the Council and which will calculate distance and time of the hiring and a receipt printer attached to the meter ("a taximeter"); (As set in Appendix F)
- or
- b) A GPS equipped fare calculator which has been approved by the Council and which will calculate distance and time of the hiring and a receipt printer attached to it ("a GPS fare calculator")

22.2 Any such system shall be approved by the Licensing Authority prior to installation.

22.3 The meter/fare calculator and any associated receipt printer must be maintained in proper working order at all times.

22.4 A Private Hire vehicle must be able to produce or provide a receipt for the journey. (A handwritten receipt is not permitted). This can be:

- A printed receipt directly from the meter (where one is fitted)
- An email/ text message
- A hard copy produced by the operator

22.5 All receipts including virtual receipts must include the following information: -

1. The operators name, vehicle registration and licence number
2. The date and time of the journey.
3. fare displayed and calculated by the meter together with other approved charges in accordance with the fare chart.

22.6 The licensed holder must ensure that any driver using the licensed vehicle is trained to use the meter and printer in order to facilitate the above requirements.

23 Private Hire Vehicle Colour and signage

23.1 No vehicle licensed as a Private Hire shall be coloured white. (This is to avoid confusion with Hackney Carriages.)

23.2 All Private Hire vehicles shall have permanently affixed in the prescribed positions the following signage:

- Door livery – including No booking, No ride and PH licence number
- Large 'No booking No ride' stickers on both rear passenger doors as near to the door handle as is possible either to the side or directly underneath. (they are clearly visible to the customer when entering the vehicle).
- Small 'No booking, No ride' sticker on front passenger door as above.
- If the vehicle wishes to use the bus lanes in the BCP Council area a 'Chequered flag' sticker should be on the offside, front of the bonnet.

24 Private Hire Licence Plates

24.1 All Private Hire vehicles will be issued with two licence plates one to be displayed externally and one internally with the drivers badge displayed internally visible by the passenger at all times.

24.2 The external vehicle plate must be displayed on outer rear of the vehicle by the number plate or bumper and be clearly visible. Unless exempt see Appendix B

24.3 The internal licence plate is to be displayed in the front windscreen preferably in the top passenger side of the vehicle. The internal plate must be clearly visible with the illuminated side showing into the vehicle so all traveling passengers can easily identify the licence number and how to make a complaint.

24.4 Any damaged or lost plates must be notified to the Licensing Authority immediately. The cost of a replacement plate will incur an additional charge to the licence holder.

24.5 The licence plate is the property of BCP Council and must be returned to the Licensing Office when the licence expires and/or it is not to be renewed.

25 Vehicle advertising

25.1 All vehicle advertising must be approved by the Licensing Office before being used.

25.2 A proof of the proposal must be provided to the Licensing Office and where necessary the appropriate fee paid prior to approval.

25.3 All advertising and signs should meet the requirements as stated in Appendix E.

26 Changes to Vehicle Licence holder (Transfers)

26.1 Vehicle licences can be amended to add or remove licence holders.

26.2 A vehicle licence includes the licence(plate) and the vehicle to which it relates, as such a vehicle cannot be transferred without the licence being updated to reflect this change in ownership. In addition, a licence(plate) cannot change hands if the vehicle is not owned by anyone on the licence.

26.3 As a vehicle licence is technically a business, the licensing team must ensure that everyone involved in the business is aware of any change in ownership of the licence.

Identity documentation will be checked, and copies will be required prior to the change in licence being administered.

27 Accidents/damage to vehicles and temporary substitution

Temporary Vehicles

- 27.1 In the event that a licenced vehicle requires repair due to accident or mechanical breakdown the licence holder can apply for a temporary licence to allow an alternative vehicle to be used for a period of no more than 28 days on application to the Licensing Authority.
- 27.2 In the case of repair due to an accident, the licence holder must have reported the accident as per the conditions of the licence.
- 27.3 The replacement vehicle should be of a similar type or better than the damaged vehicle and must meet our current vehicle policy requirements in regard to age and mileage. Temporary vehicles must meet the councils colour requirements. See Section 7
- 27.4 The vehicle will need an MOT dated within 7 days of the application
- 27.5 The application form must be completed by the vehicle licence holder (not vehicle hire company) and must include all the necessary documentation.
- 27.6 Temporary substitute plates will be provided by appointment only at the civic offices and at the time of appointment the licence holder must provide the plate from the vehicle being repaired in exchange for a temporary plate. On the expiry of 28 days, by appointment, the licence holder must return the temporary plate to the civic offices in exchange for the plate for the licenced vehicle.
- 27.7 In exceptional circumstances an extension for the temporary substitute will be granted on receipt of written request detailing the reasons that an extension is necessary. A further fee will be payable.

Vehicles Written Off

- 27.8 In cases where the licenced vehicle is subsequently classed as a Category A, B or S write off, the vehicle will need to be immediately replaced or the licence surrendered.
- 27.9 In cases where the licenced vehicle is subsequently classed as a Category N write off, following repair it must pass the councils advanced mechanical inspection prior to being permitted to continue to be used as a licenced vehicle.

28 How to use this policy

- 28.1 All BCP vehicle licence holders should ensure that they are fully compliant with this policy and appendices.

29 Roles and responsibilities

- 29.1 The Licensing Manager is responsible for overseeing the functions and work of the licensing team who deliver the policy.

- 29.2 The Licensing Committee or Sub-Committee will be presented with reports in cases where drivers do not meet the conditions of their licence or where complaints have been received and a decision is required if the driver remains a fit and proper person.
- 29.3 Decisions by the Licensing Committee are subject to appeal to the Magistrates court within a statutory appeal period of 21 days from the notification of any committee hearing decision.

30 Enforcement and sanctions

- 30.1 Any vehicle licence holder who does not comply with the policy, or any conditions contained in it, which leads to a breach of a condition or any complaint received, will be subject to an investigation the results of which may be referred to the Licensing Committee for consideration.
- 30.2 The Licensing Committee can choose to revoke a licence or suspend a licence pending any necessary action by the vehicle licence holder such as attending training or counselling as required.
- 30.3 Decisions by the Licensing Committee are subject to appeal to the Magistrates Court within a statutory appeal period of 21 days from the notification of any committee hearing decision.

31 Complaints, disciplinary and delegation to officers

- 31.1 In cases of complaints or allegations about a licenced vehicle, the Licensing Officer will investigate the matter fully and determine the seriousness of the allegation.
- 31.2 Where there are serious allegations that are deemed to pose an **imminent risk to public safety**, the Licensing Manager or other senior officer, will contact the vehicle proprietor/operator in question and obtain their version of the event. If the officer deems that the complaint is founded the matter will be referred to three members of the Licensing Committee to include the chair and vice chair.
- 31.3 If members determine that the evidence presented demonstrates there is an imminent risk to public safety, the drivers licence will be immediately revoked and the person concerned will be notified and required to surrender their badge and paper licence the same day. Members will confirm in writing the decision made and the reasons why the decision was reached.
- 31.4 If members agree there is a risk to public safety, but it is not an imminent risk the matter will be referred to the Licensing or Licensing Sub-Committee.
- 31.5 For complaints of a less serious matter with no requirement for consideration by the Licensing Committee, the Licensing Manager is permitted to issue/authorise caution letters and can suspend a licence for a period of no more than 2 weeks.
- 31.6 In all cases of complaint, officers will make reference to this policy and any conditions as specified as well as the Institute of Licensing guidance on the suitability of applicants and licensees in the Hackney Carriage and Private Hire trades.

SPECIALITY PRIVATE HIRE VEHICLES REQUIREMENTS

- 1.1 On being presented for licensing for the first time, the vehicle shall have proof of one of the following:
 - Individual Vehicle approval certificate
 - a European whole vehicle certificate
 - a UK low vehicle type approval certificate
- 1.2 No Stretched Limousine or Party Vehicle shall be licensed by the Council where the maximum unladen weight of the vehicle exceeds 3,220.50kg (7,100 lbs).
- 1.3 A Stretched Limousine or Party Vehicle shall only be considered for licensing where the applicant produces evidence that the “stretch” was performed by the manufacturer or by a coachbuilder approved by the vehicle manufacturer. American limousines/party vehicles shall have been built by an approved coachbuilder under the QVM programme for Ford vehicles or the CMC programme for Cadillac vehicles. The onus shall be upon the applicant to prove that the vehicle meets the prescribed standards.
- 1.4 Any replacement parts fitted to a Stretched Limousine/Party Vehicle shall meet the approved standards of the stretched specifications i.e. tyres shall meet both the size and weight specifications.
- 1.5 Vehicles shall be capable of carrying no fewer than three and not more than eight passengers in addition to the driver. Side facing seats shall only be permitted on a Stretched Limousine/Party Vehicle if they meet the minimum requirements of lap belts fitted to each passenger seat of the side facing seats. A seat shall be a minimum width of 400mm. Stretched limousines shall only be licensed to carry a maximum of eight passengers regardless of how many seats are fitted to the vehicle.
- 1.6 Vehicles shall be equipped at all times with seat belts of an acceptable type in respect of every seat which can be used for the carriage of passengers. Seat belts shall comply with current legislation and be in proper working order at all times.
- 1.7 passenger shall have direct access to a door without the need to fold flat, tilt up or remove other seating.
- 1.8 Vehicles shall be fitted with at least four doors and four wheels.
- 1.9 The vehicle may be left or right-hand drive.
- 1.10 All paintwork shall be free of rust and corrosion and be of a very high standard.
- 1.11 Vehicles shall have adequate space for luggage.
- 1.12 All brakes and mechanical parts shall be kept in good order and condition.
- 1.13 The vehicle shall have a serviceable spare wheel, together with the proper tools and equipment to change the wheel in the event of a tyre or wheel becoming defective.
- 1.14 All tyres (including the spare) shall be suitable for the vehicle
- 1.15 The vehicle shall not be designed or adapted for off road purposes.

1.16 The vehicle shall not be designed or adapted as a people carrier, minibus, people mover or other like vehicle.

Note: **PRIOR TO** purchasing any vehicle to be used as speciality type vehicle you are strongly advised to contact the Licensing Team for advice concerning the different makes and models of vehicles considered appropriate for licensing for this type of work.

PRIVATE HIRE PLATE AND LIVERY EXEMPTIONS

1. Full exemption – Exclusive Executive Chauffeur Service

Any vehicle proprietor wishing to apply for a full exemption should be solely engaged in the provision of an executive chauffeur service.

1.1 Applications for a full exemption from the requirement to display an external identification plate on the rear of a Private Hire vehicle for the duration of the licence will generally only be considered where the requirements listed below are met:

- Work undertaken is exclusively "chauffeured" in nature. The chauffeur and vehicle are specifically hired to provide transport to a company or person, and/or where the display of a licence plate may affect the dignity or security of the persons carried.
- Vehicles must be of a standard and size and comfort and equipped to a level equal or above luxury model Relevant considerations as to whether a vehicle meets this standard include but are not limited to cost, reputation, specification, appearance, perception, superior comfort levels and
- seating specification i.e. whether the vehicle offers additional space per passenger opposed to standard vehicles.
- Vehicles must be in pristine condition with no visible defects, dents or blemishes to the external bodywork, wheels or internal trim and seating. Interior seating will usually be leather and the cabin air conditioned to maintain passenger comfort.
- The safety of the travelling public will not be compromised by exempting the vehicle from displaying an identity plate

1.2 An application for a vehicle to be exempted from displaying an external identification plate must be made by the vehicle proprietor using the appropriate application form. Additional documentation may be requested as reasonably necessary.

1.3 When issued with an exemption notice, the vehicle will not be required to display any other signs (except the internal licence plate) which the Council may at any time require Private Hire vehicles to display.

1.4 The vehicle shall not be permitted to display any advertisement including that of the operator either on or inside the vehicle.

1.5 the driver shall not be required to wear a Private Hire Driver's identification badge but will have it available for immediate inspection on request by an authorised officer of the Council or any Police Officer.

1.6 The exemption notice together with the external plate must be kept in the vehicle at all times and available for immediate inspection on request by an authorised officer of the Council or any Police Officer.

1.7 The exemption will cease to have effect on selling or transferring the vehicle to another party.

2. Part Exemption – Long distance Airports and Ports

Any vehicle proprietor wishing to apply for this exemption should be engaged in the provision of predominantly long-distance travel, namely airports, ports and 'special' journeys.

- 2.1 Applications for a part exemption will not have to display 'No booking No ride' 'stickers on all passenger doors or any other livery requirements the Council may determine necessary.
- 2.2 They will be required to display an external identification plate on the rear of a Private Hire vehicle for the duration of the licence as well as an internal plate.
- 2.3 An application for a vehicle to be exempt from displaying external identification 'No booking No ride' stickers or other livery requirements the Council may determine necessary must be made by the vehicle proprietor using the appropriate form.
- 2.4 The vehicle shall not be permitted to display any advertisement including that of the operator on the vehicle.
- 2.5 The part-exemption will cease to have effect on selling or transferring the vehicle to another party.

PRIVATE HIRE AND HACKNEY CARRIAGE CONDITIONS OF LICENCE

These conditions of licence are made pursuant to of the Local Government (Miscellaneous Provisions) Act 1976 the Town and Police Clauses Act 1847

The licence holder must observe and carry out the requirements of the Local Government (Miscellaneous Provisions) Act 1976, Part II, and any orders or regulations made thereunder.

1. Change to licence holders address

The licence holder must notify the Council *in writing/email within 5 working days* * of any change of address taking place during the period of the licence, whether permanent or temporary.

2. Change to licence holders contact information including email address

The licence holder must notify the Council *in writing/email within 5 working days* * of any change of their contact numbers and/or email address taking place during the period of the licence, whether permanent or temporary

**** The 5 working days excludes a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, Bank Holidays or any other day on which the Licensing Office is closed.***

3. Insurance

At all times during the licence period the licence holder shall hold valid insurance in relation to the use of the vehicle as a licenced vehicle for hire and reward. The licence holder is required to produce the most up to date copy of this on request by the Licensing Authority.

4. Cooperation in regulatory matters

Licensed holders must co-operate with authorised officers of the council in all matters relating to the regulation of the licensed vehicle. However, nothing in this condition affects the licence holders statutory protection afforded by other legislation.

5. Reporting of accidents

The licence holder must report any accident or damage to the vehicle within one working day of the incident and provide full details

6. Maintenance of vehicle

The vehicle, all of its fittings and any attached equipment shall at all times when the vehicle is in use or available for hire, be kept in a clean, safe, tidy and efficient state, and must also comply with all relevant statutory provisions including in particular those contained in the Road Vehicles (Construction and Use) Regulations 1986.

For the sake of clarity, the driver should visually check the condition of the vehicle each day to ensure there is no damage to bodywork or external surfaces, all lamps are functioning and the inside and outside of the vehicle is clean with no damage to internal seats and doors. Where damage or the condition is not clean, safe or tidy the vehicle shall not be used until the damage or cleanliness has been resolved.

No material alteration or change to the vehicle, its fittings or any attached equipment shall be made without the prior approval of the Council.

7. Tyres

A spare wheel tyre appropriate for the vehicle must be carried when the vehicle is being used for public hire.

All tyres fitted to the vehicle or carried as a spare must comply with the Motor Vehicles (Construction and Use) Regulations 1986 and Motor Vehicle (Tests) Regulations 1981.

Re-cut and Remoulded Tyres.

Re-cut tyres are not acceptable for M1 passenger vehicles and remould tyres shall only be acceptable if they carry a recognised approval marking (currently BSAU144e) and display the following information clearly displayed on each tyre:

- a) Nominal size.
- b) Construction type (e.g. radial ply).
- c) Load capacity; and d) Speed capability Space Saver Tyres

The carrying and use of Space saver tyres and tyre sealant kits will only be approved with the support of a method statement. The method statement will detail the drivers and vehicle owners responsibility with regard to the maximum permitted speed and restrictions of use and highlight that they are ONLY a temporary measure to complete the journey in which the puncture occurred.

An approved repair to BS AU159 or a replacement tyre must be undertaken before any further fares are carried. Run flat tyres fitted to any vehicle by the manufacturer will not be replaced by any other type or make either individually or all of them. The use of these tyres must be supported by a method statement (such as the manufacturers handbook for the vehicle) specifying the capability and restrictions of use following a puncture. In all cases the Tyre Pressure Monitoring System (TPMS) must be working correctly and if required, be reset when a tyre(s) are renewed ore replaced. Worn or damaged run flat tyres must be replaced by the same make and size.

8. Roof racks

A roof rack may only be used when excess luggage is to be carried and any luggage so carried shall be safely secured and shall not exceed such weight or size that as can safely be carried on the vehicle.

9. Advertising

The proprietor of any licenced vehicle shall not place or allow any window or on any part of the exterior of such carriage any advertisement or printed matter other than such as may be required to comply with this policy or approved by the Council.

10. No smoking

The Health Act 2006 prohibits smoking in enclosed places, all licensed vehicles are designated as an enclosed public space and therefore it is unlawful for any person to smoke in a licensed vehicle at any time, including any time when it is not being used for hire.

11. Driver records

If the proprietor permits or employs any other person to drive the vehicle as a Hackney Carriage or Private Hire, the proprietor shall retain the person's Hackney Carriage or Private Hire drivers licence until such time as the driver ceases to be permitted or employed to drive the vehicle.

12. Licenced drivers

The proprietor of a Hackney Carriage or Private Hire vehicle shall not allow the vehicle to be driven and used for hire by any person who does not hold a current Hackney Carriage or Private Hire driver's licence, as appropriate, issued by the Council.

CCTV AND DASHCAMS IN VEHICLES

The Information Commissioner's Office (ICO) is the regulatory body responsible for enforcing compliance with privacy and data protection legislation. Licence holders should have regard to the Information Commissioner's Office Code of Practice, ['In the picture: A data protection code of practice for surveillance cameras and personal information'](#).

Data recorded by any CCTV system and dashcams must be handled in accordance with The Data Protection Act and GDPR. The Information Commissioner's Office (ICO) is the UK regulator for all matters relating to the use of personal data.

Summary of CCTV and Dashcam Requirements

- The vehicle proprietor must be registered with the Information Commissioner's Office and be able to evidence continuous registration throughout the lifetime of the licence.
- The system should not record audio except in exceptional circumstance
- Clearly visible and readable signage, as prescribed, advising of the system and the Data Controller's contact details, including ICO registration number, must be displayed in the vehicle.
- Data must be stored securely and only shared when lawful.

1. A CCTV system must not be used to record conversations between members of the public as this is highly intrusive and unlikely to be justified except in very exceptional circumstances.
2. Wherever possible, the CCTV system should not have any sound recording facility. However, if the system comes equipped with a sound recording facility, then this functionality should be disabled and only capable of being utilised in the following limited circumstances:- where the recording is triggered due to a specific threat to driver or passenger safety, e.g. a 'panic button' is utilised and must be subject to the following safeguards:-
 - a) Where this audio recording facility is utilised a reset function must be installed which automatically disables audio recording and returns the system to normal default operation after a specified time period has elapsed.
 - b) The time period that audio recording may be active should be the minimum possible and should be declared at the time of submission for approval of the equipment.

In the limited circumstance where audio recording is justified, signs must make it very clear that audio recording is being or may be carried out.

3. All equipment must comply with any legislative requirements in respect of Motor Vehicle Construction and Use Regulations.
4. All equipment must meet any and all requirements as regards safety, technical acceptability and operational/data integrity.
5. All equipment must be designed, constructed and installed in such a way and in such materials as to present no danger to passengers or to the driver, including impact

with the equipment in the event of a collision or danger from the electrical integrity being breached through vandalism, misuse, or wear and tear. In particular, the camera(s) must be fitted safely and securely in such a way that it does not adversely encroach into the passenger area and must not impact on the safety of the driver, passenger or other road users.

6. All equipment must be installed as prescribed by the equipment and/or vehicle manufacturer installation instructions by a qualified auto-electrician.
7. The CCTV system must not weaken the structure or any component part of the vehicle or interfere with the integrity of the manufacturer's original equipment.
8. All equipment must be installed in such a manner so as not to increase the risk of injury and/or discomfort to the driver and/or passengers. For example, temporary fixing methods such as suction cups will not be permitted, or lighting, such as infra-red, which emits at such a level that may cause distraction or nuisance to the driver and/or passengers.
9. All equipment must be protected from the elements, secure from tampering and located such as to have the minimum intrusion into any passenger or driver area or impact on the luggage carrying capacity of the vehicle.
10. It is contrary to the Motor Vehicle (Construction and Use) Regulations 1986 for equipment to obscure the view of the road through the windscreen.
11. Equipment must not obscure or interfere with the operation of any of the vehicle's standard and/or mandatory equipment, i.e. not mounted on or adjacent to air bags/air curtains or within proximity of other supplementary safety systems which may cause degradation in performance or functionality of such safety systems.
12. Viewing screens within the vehicle for the purposes of viewing captured images will not be permitted.
13. The location of the camera(s) installed within the vehicle must be for the purpose of providing a safer environment for the benefit of the Hackney Carriage and Private Hire vehicle driver and passengers, and not for any other purpose.
14. All equipment must be checked regularly and maintained to operational standards, including any repairs after damage.
15. All system components requiring calibration in situ should be easily accessible.

Automotive Electromagnetic Compatibility Requirements (Emc)

16. CCTV equipment must not interfere with any other safety, control, electrical, computer, navigation, satellite, or radio system in the vehicle.
17. Any electrical equipment such as an in-vehicle CCTV system fitted after the vehicle has been manufactured and registered, is deemed to be an Electronic Sub Assembly (ESA) under the European Community Automotive Electromagnetic Compatibility Directive and therefore must meet with requirements specified in that Directive.
18. CCTV equipment should be e-marked or CE-marked. If CE marked confirmation by the equipment manufacturer as being non-immunity related and suitable for use in motor vehicles is required.

19. Activation of the equipment may be via a number and combination of options, such as - door switches, time delay, drivers' panic button or in the case of incident/event recorder, predetermined G-Force parameters set on one or more axis (i.e. braking, acceleration, lateral forces) and configured to record for a short period of time before the event, during the event and a short period following the event.

Security of Images

20. All images captured by the CCTV system must remain secure at all times.
21. The captured images must be protected using encryption software which is designed to guard against the compromise of the stored data, for example, in the event of the vehicle or equipment being stolen.
22. It is recommended by the Information Commissioner that the data controller ensures that any encryption software used meets or exceeds the current FIPS 140-2 standard or equivalent.
23. System protection access codes will also be required to ensure permanent security.

Retention of Images

24. The installed CCTV equipment must have the capability of retaining images either:
- within its own hard drive.
 - using a fully secured and appropriately encrypted detachable mass storage device, for example, a compact flash solid state card.
 - or where a service provider is providing storage facilities, transferred in real time using fully secured and appropriately encrypted GPRS GSM telephone) signalling to a secure server within the service provider's monitoring centre.
25. Images must not be downloaded onto any kind of portable media device (e.g. CDs or memory sticks) for the purpose of general storage outside the vehicle.
26. The CCTV system must include an automatic overwriting function, so that images are only retained within the installed storage device for a maximum period of 31 days from the date of capture.
27. Where a service provider is used to store images on a secure server, the specified retention period must also only be for a maximum period of 31 days from the date of capture.
28. Where applicable, these provisions shall also apply to audio recordings.

Use of the Information Recorded by the CCTV system

29. Any images and any audio recording should only be used for the purposes described in this policy.
30. The licence holder must comply with valid information requests, in accordance with The Data Protection Act (2018) and General Data Protection Regulations (GDPR). Data must be shared securely, and requests must be fulfilled without charge. Data must only be shared where there is a valid lawful reason, for example:
- a. where a crime report has been made involving the specific vehicle and the Police have formally requested that data.

- b. where a Data request is received from an applicant e.g. authorised officer of the Licensing Authority, police or other statutory law enforcement agencies, that has a legal basis to have access to the data requested to assist them in an investigation that involves a licensed vehicle or driver.
- c. a Subject Access Request (SAR) compliant with the GDPR. The DPA gives individuals the right to see information held about them, including CCTV images of them.

It is the responsibility of the Data Controller to consider the lawfulness of request to share data in line with the UK Data Protection Law.

- 31. The uploading of footage to social media does not have a lawful basis and it is expressly prohibited. This includes, by way of examples, but is not limited to: YouTube, WhatsApp, Instagram, TikTok, Facebook and Twitter. Where licence holders' have shared footage unlawfully, they will be liable to criminal prosecution. Unlawful sharing is a breach of UK Data Protection law and is considered a breach of policy.

The Data Controller

- 32. The Information Commissioners Office (ICO) defines a 'data controller' as the individual or organisation which has ultimate responsibility for how personal data is collected and processed.
- 33. For the purpose of the installation and operation of in-vehicle CCTV and dashcam, the data controller is the vehicle licence holder. The licence holder must be registered with the [Information Commissioner's Office](https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/) and be able to evidence continuous registration throughout the lifetime of the licence.
- 34. Registration with the Information Commissioner's Office requires renewal on an annual basis, and payment of the appropriate fee.
- 35. If a passenger wants to request CCTV footage relating to them, they should make a Subject Access Request (SAR) to the Data Controller detailed on the signage in the vehicle. Information on how to make a valid SAR is available at <https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/>

Data Processor

- 36. A data processor, in relation to personal data, means any person (other than an employee of the data controller) who processes data on behalf of the data controller, in response to specific instructions. Where a service provider is authorised for the remote storage and/or management of CCTV data, they will act as a 'data processor'.

37. The data controller retains full responsibility for the actions of the data processor.
38. There must be a formal written contract between the data controller and the data processor. The contract must contain provisions covering security arrangements, retention/deletion instructions, access requests and termination arrangements.
39. A copy of the contract must be provided to an authorised officer of the Licensing Authority, or to the Police, on reasonable request.

Signage requirements for CCTV and dashcams

40. Any vehicle must display clearly visible and readable signage informing passengers that such a system is fitted. This signage must be displayed so as to minimise obstruction but must be visible before and after entering the vehicle.
41. The signage must contain:
- a) The purpose for using the surveillance system, “in the interests of public safety, crime detection and crime prevention”.
 - b) The name and contact number of the Data Controller, which should be the vehicle licence holder.
BCP COUNCIL IS NOT THE DATA CONTROLLER.
 - c) The Data Controller’s ICO Registration Number.
42. All necessary signage must be installed prior to any licensable activities being undertaken

ADVERTISING AND SIGNS GUIDELINES

All advertising must be fixed and maintained in good condition – this means that it is, not peeling, blistering or fading

EXTERNAL

Private Hire Operator Signage on any vehicle

- Advertising shall only be located on the rear passenger doors or the equivalent portions
- It must be below window level and the licensed vehicle stripe (on Hackney Carriages) It should be positioned centrally and level.
- The advertising panel shall not larger than 420mm wide x 300mm high
- The Advertisement must be limited to operator name logo, email/website and contact number. It may include a QR code and reference to social media outlets. Private Hire vehicles also meet the following requirements Advertising must include the words “Pre-Bookable Vehicle Only” in letters not less than 18mm high in a contrasting colour which is clearly visible.
- No advertising shall contain the words “Taxi”, “Tax”, “Cab” or any other words that might imply that the vehicle is a Hackney Carriage, whether in the singular or plural or as part of another word.

Third Party Advertising

This includes those vehicles that use other app-based services not licensed as a Private Hire operator with BCP.

- One advert per vehicle to be placed on the rear quarter/ sides.
- The advertising panel shall not larger than 420mm wide x 300mm high
- Adverts will be permitted to display website addresses/emails address but not telephone numbers.
- Background colour of advert to be transparent or match with the vehicle colour as appropriate

INTERNAL

- Advertising shall only be displayed below window level.
- Advertising on headrests including use of display screens will be permitted subject to the normal approval process for third party advertising.

1. The Licensing Committee may waive this fee where the display of signage is considered to be in the public interest.
2. No other signs shall be displayed on or in vehicles including windows other than those approved/required by policy i.e. No smoking signs No booking No ride Signs etc.

BYLAWS

BYLAWS WITH RESPECT TO HACKNEY CARRIAGES MADE IN 1968.

This is an abridged version, a full version is available for inspection at the Civic Offices

INTERPRETATION

1. The "Council" means the Council of the Borough of Bournemouth and the "District" means the said Borough area or in the case of a hiring within the Borough a distance of seven miles from the entrance of Bournemouth Pier, and the "Inspector of Hackney Carriages" means the Public Carriage Inspector for the said Borough.

LICENCE PLATES

2. Supplemented by Hackney Carriage Policy Chapter 19.

FURNISHINGS

3. 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 water-tight
 - 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 both the exterior and the interior of the carriage including all the fittings and furniture 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 two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

TAXIMETER

4. 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) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity, a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take in pursuance of the bylaw in that behalf for the hire of the carriage by distance.
 - b) 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.
 - c) The taximeter shall be so placed that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the carriage and for

that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring.

- d) 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.
- 5. The proprietor of a Hackney Carriage provided with a taximeter not fitted with a flag or other device bearing the words "FOR HIRE" shall cause the carriage to be provided with a sign so constructed as to comply with the following requirements, that is to say:-
 - a) The sign shall bear the words "FOR HIRE" in plain letters at least one and a half inches in height.
 - b) The sign shall be capable of being so operated that it indicates clearly and conveniently to persons outside the carriage whether or not the carriage is for hire.
- 6. In a case where it appears to the Council to be impracticable for a proprietor for the time being to comply with any requirement contained in bylaws 3,4 and 5, they may issue a certificate to that effect to the proprietor and thereupon the proprietor shall not be guilty of an offence in respect of a failure to comply with that requirement if he causes or permits the carriage to stand or ply for hire until the expiry of such period of time as may be specified in the certificate for compliance with the requirement aforesaid.

EXAMINATION AND INSPECTION

- 7. The proprietor of a Hackney Carriage vehicle shall cause the same to be presented at the Bournemouth Fleet Transport Southcote Road, Bournemouth for examination and inspection at least once in every year. See also Statutory Provisions, Requirements of Licence and vehicle condition 7.

CONDUCT OF PROPRIETORS

- 8. The driver of a Hackney Carriage shall:-
 - a) If the taximeter is fitted with a flag or other device bearing the words "FOR HIRE":-
 - i. when standing or plying for hire keep such flag or other device locked in the position in which the words are horizontal and legible.
 - ii. as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible and keep the machinery of the taximeter in action until the termination of the hiring.
 - b) If the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE":-
 - i. when standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter and operate the sign provided in pursuance of bylaw 5 or so that the words "FOR HIRE" are clearly and conveniently legible by persons outside the carriage.
 - ii. as soon as the carriage is hired whether by distance or by time, operate the said sign so that the words "FOR HIRE" are not conveniently legible by persons outside the carriage.

iii.as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the key or other device fitted for the purpose 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 period from half an hour after sunset to half an hour before sun rise and also at any other time at the request of the hirer.

9. 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, without the written authority of the Inspector of Hackney Carriages.

RANKS (HACKNEY STANDS)

10.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 bylaw in that behalf:
- b) if a stand, at the time of arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand:
- c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage on the stand and so as to face the same direction as any other carriages on the stand:
- d) from time to time when any other carriage immediately in front is driven off or moved forward at once cause the carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward:
- e) during the whole time the carriage is on the stand be within call thereof and ready to be hired.

11. A proprietor or driver of a Hackney Carriage shall not wash such carriage or permit such carriage to be washed while it is on any stand.

IMPORTUNING

12. Importuning (touting for business) is an offence under section 167 of Criminal Justice and Public Order Act 1994.

HIRER SELECTION

13. A proprietor or driver of a Hackney Carriage shall not by any means interfere with the free selection by any person of the particular carriage on any stand which such person may desire to hire.

CONDUCT OF DRIVER

14.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 carriage.

SMOKING

15. Smoking in Public Carriage Vehicles is an offence under the provisions of the Public Health Act 2006.

ATTENDANCE

16. 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.

ROUTE

17. The driver of a Hackney Carriage when hired to drive any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.

PERSONS CARRIED

18. 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.

SERVICE

19. 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 house, block of flats, station, or place at which he may take up or set down such person.
- d) See legal requirements regarding assistance dogs.

Provided always the driver of a Hackney Carriage shall not be obliged to convey:-

- a) any article or animal which is of such bulk or amount or character that the carrying of such article or animal would be likely to cause damage to the cab or its fittings:
- b) any petroleum spirit or explosive or dangerous substance:
- c) any noxious, odorous, foul or offensive substance.

ADVERTISING

20. The proprietor or driver of a Hackney Carriage shall not place or suffer to be placed on any window or on any part of the exterior of such carriage any advertisement or printed matter other than such as may be required to comply with these bylaws or approved by the Council. See Appendix E.

STATEMENT OF FARES

21. The proprietor of a Hackney Carriage shall:-

- i. cause a statement of the fares fixed by the Council in that behalf to be affixed to the inside of the carriage in clearly distinguishable letters and figures:
- ii. renew such letters and figures as often as is necessary to keep them clearly visible.

22. The proprietor or driver of a Hackney Carriage bearing a statement of fares shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

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Private Hire Operator Policy

2025 - 2030

Bournemouth Christchurch and Poole (BCP) Licensing

Author: Nananka Randle
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Introduction

The Licensing Committee and officers are committed to ensuring the highest standards in order to protect public safety when administering this policy.

All requirements contained within this policy together with conditions on the licence are mandatory requirements for holding a Private Hire Operator Licence issued by Bournemouth Christchurch and Poole Council (BCP).

From the first day of adoption of this policy ALL licence holders are required to meet these high standards, and it is expected that they will ensure that they are fully aware of this policy and comply with all the requirements set out within it.

The Licensing Committee will not accept the excuse that a licence holder was not aware of these requirements when considering any matters brought before them.

1. Purpose Statement

- 1.1 BCP Council has a responsibility to issue Private Hire Operator licences under Part II of the Local Government (Miscellaneous Provisions) Act 1976.
- 1.2 A Private Hire Operator licence is required by anyone who, in the course of business, makes provision for the invitation or acceptance of bookings for private hire vehicle.
- 1.3 In the interest of public safety and to safeguard vulnerable persons BCP Council seek to ensure that anyone issued with such a licence is considered to be 'fit and proper.'
- 1.4 This Policy is concerned with the regulation of Private Hire Operators and the Council adopts the overall approach to encouraging the responsible activity of all operators.
- 1.5 Notwithstanding the existence of this Policy, each application or enforcement measure will be considered on its own merits.
- 1.6 Where it is appropriate for the Council to depart from its Policy clear reasons will be given for doing so. Nothing in this Policy will prevent an applicant or licence holder requesting that the Council considers the individual merits of their case and give reasonable consideration to departing from its Policy. Such requests may either be in writing, via email, or verbally before the Licensing Committee or Sub Committee.

2. Who the policy applies to

- 2.1 This Policy will assist applicants, licence holders, officers of the Licensing Authority, Members of the Licensing Committee, and persons using public carriages to be aware of the standards of conduct and behaviour required of all prospective or existing licenced operators.
- 2.2 This Policy also affords members of the Licensing Committee and Officers alike, to consider the concerns of the public and other recognised bodies, and to take appropriate measures where the behaviour of operators is called into question at application or after licences have been issued.

3. This policy replaces.

- 3.1 This Policy replaces the previous BCP Taxi and Private Hire Operator Policy implemented in June 2021.

4. Approval process

- 4.1 BCP Council as the Licensing Authority has delegated the Licensing Committee to oversee the development and review of its Private Hire Operator Policy.
- 4.2 Once drafted the policy is subject to a period of public consultation. Consultation responses are reported to the full licensing committee for consideration.
- 4.3 Once finalised the policy is presented to the Full Council for ratification.

5. Links to Council strategies

- 5.1 This policy supports the BCP Council Core Strategy.
- 5.2 During the preparation of this policy document due consideration has been given to the following Key Council Strategies:
 - Corporate Plan
 - Sustainable Transport Plan
 - Workforce Strategy
 - Health & Wellbeing Strategy
 - Safeguarding Strategy
 - Climate Change Strategy
 - Children in Care Strategy
 - Crime & Disorder Reduction Strategy
 - Equality & Diversity

6. The policy

- 6.1 This policy is a working document, and the Licensing Authority reserves the right to alter and amend the policy as appropriate to correct errors, inconsistencies, clarify guidance, legislative changes and issue a revised version of the policy at any time. However, any **significant changes** to the Policy will only be implemented after a formal consultation process with the trade and public.
- 6.2 Any **significant amendment** is defined as one that:-
 - Is likely to have a significant financial effect on licence holders or
 - Is likely to have a significant procedural effect on licence holders or
 - Is likely to have a significant adverse effect on the community.
- 6.3 Any changes will be communicated to licence holders via email as soon as practicable to do so.

7. Requirements for applicants

- 7.1 The objective when licensing Private Hire Operators is ensuring the protection of the public who will be using the operator's premises and the vehicles and drivers arranged through them.
- 7.2 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 Private Hire vehicle.

- 7.3 A Private Hire Operator must ensure that every Private Hire vehicle dispatched by them is licensed and driven by a person who holds a Private Hire driver's licence.
- 7.4 All three licences (operator, vehicle, and driver) must be issued by the same Licensing Authority.
- 7.5 It is a criminal offence to operate a Private Hire vehicle without an operator's licence.
- 7.6 Basic DBS check is required for an initial Private Hire Operator application.
- 7.7 DBS checks will be required on an annual basis for licence holders unless they are already licenced as a driver by BCP Council.

Licence Duration

- 7.8 Operators' licences will be issued for a standard five-year period.
- 7.9 However, the Council has the power to grant a licence for a shorter period should this be appropriate in the circumstances.
- 7.10 If an operator changes their name or address, they must notify the Council immediately.

Address from which an Operator may operate.

- 7.11 Applicants must specify the address from which they will operate, and records can be inspected. These premises must be in the BCP Council conurbation and where necessary should have planning consent for use as a Private Hire office. PO box, solicitors, accountants, or care of addresses will not be accepted.
- 7.12 If an operator wishes to change the base from which they operate they will be required to submit a new application.
- 7.13 Operator's licences are non-transferrable to another person or company. In the event of control of a licensed business passing to a different person, it will be necessary for the new owner of the business to apply for a new licence.

8. Application procedure

- 8.1 Applications must be submitted electronically by email taxi.privatehire@bcpcouncil.gov.uk
- 8.2 To complete an application an applicant must
 - a) Complete an application form.
 - b) For each listed director or individual, complete a basic criminal disclosure (DBS) form and produce at least 3 forms of valid identification as required by the DBS A DBS check may not be necessary if the applicant has registered for the DBS Update Service and provides evidence to that effect, or where the applicant is already a licenced driver with BCP Council.
 - c) All applicants must produce evidence of their right to work and live in the UK in accordance with the requirements of the Immigration Act 2016.
[Prove your right to work to an employer: Overview - GOV.UK](#)
 - d) Provide evidence of appropriate public liability insurance if the premises are open to the public.
 - e) Pay the appropriate fee.

- 8.3 If there are restrictions on the length of time the applicant can work in the UK, the licence will not be issued for any longer than this period.
- 8.4 The application will not be determined until all of the above have been provided and the DBS criminal record disclosure certificate has been produced by the applicant.
- 8.5 Applicants are advised to check and where necessary obtain planning consent for the premises. If the planning consent is time restricted it is the operator's responsibility to ensure that a new permission is applied for prior to the current planning permission expiring.
- 8.6 Officers may require a site visit prior to the determination of the licence. The Council has the power to impose such conditions on an operator's licence as it considers reasonably necessary.
- 8.7 Appendix A sets out the conditions to be attached to an operator's licence which cover the standards of service expected.
- 8.8 Any applicant who makes a false or inaccurate statement on their application form will not be deemed to be a fit and proper person to hold a licence and their application will be terminated. This includes not disclosing convictions, cautions, penalty, or previous licence revocation.
- 8.9 Anyone whose application is refused for making a false or inaccurate statement on their application form will not be permitted to reapply for a licence for 12 months from the termination of their application. It is an offence to make a false statement knowingly or recklessly or to omit information required by the Council by virtue of s.57 Local Government (Miscellaneous Provisions) Act 1976.

Reapplication

- 8.10 Where an applicant has previously had a licence revoked by the Council the Authority will not, save in exceptional circumstances, consider any further application from the applicant for a period of three years from the date of the Authority's decision or, if that decision was appealed against and the appeal was dismissed, abandoned, or otherwise failed, from the date of the dismissal, abandonment or other failure of the appeal, whichever is the later

9. Criminal records

- 9.1 The applicant must declare any previous criminal convictions, cautions and fixed penalty notices received, including those awaiting appeal, and any charges pending. The Council will make a decision as to the relevance of convictions, cautions, charges, and fixed penalty notices in accordance with criminal convictions guidelines.
Institute of Licensing (IOL) Suitability Guidance (November 2024)
- 9.2 The Council may require further information from the Police or Crown Prosecution Service. Applicants who have previous criminal convictions, cautions, fixed penalty notices or charges pending will be interviewed and details of that interview may be included in any report which is referred to the Licensing Committee or Sub Committee.
- 9.3 Failure to disclose or declare any previous convictions, cautions, fixed penalty notices or pending charges will be construed as an attempt to deceive and appropriate and proportionate action will be taken.

- 9.4 In considering what might be assessed to ensure that an operator is fit and proper or safe and suitable the Licensing Authority considers the following to be amongst appropriate matters that it will take into account:
- Criminality- see assessment of previous convictions annexe of the Statutory taxi and private hire vehicle standards.
[Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards)
 - Period of holding an operator's licence
 - Conduct of the operator during the licence period, including relationship and co-operation with officers of the Licensing Authority.
 - Right to work in the UK and any time restrictions
 - Characteristics displayed by a licence holder towards customers and others i.e. staff in the Licensing Team or other Council officers and their overall integrity.
- 9.5 BCP Council will have regard to the Institute of Licensing (IOL) Suitability Guidance (November 2024) as a minimum standard however the assessment of previous convictions as set out within the of the Statutory taxi and private hire vehicle standards as published by the Department for Transport will be taken as the base line relating to convictions.
- 9.6 In addition, consideration on suitability may include other factors including the conduct of the applicant during the application process or during the term of their existing or previous licence as well as their conduct, co-operation and working relationship with the Authority and its officers.
- 9.7 In essence a 'fit and proper' operator.
- must not be violent, abusive, or threatening in their behaviour even if subjected to unpleasant, confrontational, or dishonest passenger behaviour or when subject to enforcement action from officers.
 - must be honest and trustworthy with integrity as they have access to a large amount of personal information that could be misused and significant opportunity to defraud people.
 - must work co-operatively with and be civil and respectful towards officers of the Licensing Authority who are carrying out their duties.
- 9.8 This list is not exclusive, and other factors may also be relevant to the fit and proper person definition.
- 9.9 The Licensing Authority will consider all information provided to it from sources such as the Police, Children and Adults Safeguarding Boards, Passenger Services, and other statutory agencies. Existing licence holders will also have previous history/outcomes during their time as a licensed driver /operator or previous applicant taken into account and their ability to work constructively and positively with the Licensing Authority.

- 9.10 The Licensing Authority will consider all criminal history, unacceptable behaviour and conduct irrespective of whether the specific history, behaviour or conduct occurred whilst licence holders drivers were directly engaged in their professional capacity at work or whether they occurred during the licence holders own personal time.

10. Renewals

- 10.1 Holders of existing operators licences should apply to renew their licence no more than two months prior to the expiry of the previous licence.
- 10.2 The Council has no duty to notify operators that their licence is due for renewal as it is the licence holder's responsibility to renew their licence. As a courtesy, a reminder via email will be sent to the operator in advance of their renewal date.
- 10.3 Renewal applications and associated paperwork must be submitted electronically via email to taxi.privatehire@bcpcouncil.gov.uk, before the licence has expired.

11. Operator licence conditions

- 11.1 The Licensing Authority may attach such conditions to a licence as are considered necessary.
- 11.2 The standard conditions are available in Appendix A.
- 11.3 All operators must read and understand the licence conditions which will be available on the Council website.
- 11.4 Failure to comply with the conditions set out in this document may result in enforcement action (Section 14).

12. How to use this policy

- 12.1 All BCP licensed operators should ensure that they are fully compliant with the policy and appendices
- 12.2 At first application and renewal licence holders will be provided with an up-to-date link to this policy and its appendices.
- 12.3 It is a requirement that all licence holders adhere to this policy and the conditions set out in it. In the event of enforcement action being necessary, it is not deemed acceptable that a licenced operator uses the excuse they were not aware of the requirements of this policy.

13. Roles and responsibilities

- 13.1 The Licensing Manager is responsible for overseeing the functions and work of the licensing team who deliver the policy.
- 13.2 The Licensing Committee or Sub-Committee will be presented with reports in cases where operators do not meet the conditions of their licence, or where complaint investigation has resulted in the need for the licence to be reviewed.

14. Enforcement and sanctions

- 14.1 Any operator who does not comply with this policy, or any conditions contained in it, which leads to a breach of a condition, or any complaint received will be subject to investigation, the result of which may be brought before the Licensing Committee or Sub Committee.
- 14.2 The Licensing Committee or Sub Committee. can choose to revoke a licence or suspend a licence pending any necessary action by the operators such as attending training or improving systems and record keeping as required.
- 14.3 Decisions by the Licensing Committee or Sub Committee. are subject to appeal to the Magistrates court within a statutory appeal period of 21 days from the notification of any committee hearing decision.

15. Complaints, disciplinary and delegation to officers

- 15.1 In cases of complaints, allegations, or reports of unacceptable behaviour by a licenced operator, the licensing officer will investigate the matter fully and determine the seriousness of the allegation.
- 15.2 Where there are serious allegations that are deemed to pose an **imminent risk to public safety**, they will need to be investigated and actioned immediately. The Licensing Manager or other Licensing officer will try to contact the Operators in question to discuss the allegations. If the officer deems that the complaint is founded, and the evidence is sufficient to support the allegation of an imminent risk to public safety, then the matter will be referred to three members of the Licensing Committee to include the Chair and/or Vice Chair for the to make a decision if any immediate action needs to be taken in respect of a licence.
- 15.3 If members determine that the evidence presented demonstrates there is an imminent risk to public safety, the Operator's licence could be immediately revoked . Members will confirm in writing the decision made and the reasons why the decision was reached.
- 15.4 If members agree there is a risk to public safety, but it is not an imminent risk the matter will be referred to the Licensing Committee or Sub-Committee.
- 15.5 Complaints of a less serious matter will be dealt with by the Licensing Manager or another licensing officer, who may either issue guidance, a formal warning or caution or suspend the licence for a period of no more than two weeks.
- 15.6 In all cases of complaint, officers will make reference to the Operator licence conditions attached to all licences as detailed in Appendix A.
- 15.7 In cases where convictions or cautions have been reported via complaint or direct from the operator, reference will be made to the assessment of previous convictions as set out within the of the Statutory taxi and private hire vehicle standards as published by the Department for Transport.

Private Hire Operator Conditions of Licence

These conditions of licence are made pursuant to of the Local Government (Miscellaneous Provisions) Act 1976 the Town and Police Clauses Act 1847.

All operators must comply with the requirements of The Equality Act 2010.

1. Record Keeping

- 1.1 The records required to be kept by the operator under s.56 (2) of the Local Government (Miscellaneous Provisions) Act 1976 must be kept in a suitable book, the pages of which are numbered consecutively, a computer record or other durable recording format. The operator shall enter or cause to be entered therein before the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him:-
 - a) The time and date of the booking
 - b) The name of the hirer
 - c) The time of the pick-up
 - d) The point of pick-up
 - e) The destination
 - f) The licence number of the vehicle allocated for the booking
 - g) The name of any individual who responded to the bookings (where applicable)
 - h) The name of any individual that dispatched the vehicle (where applicable)
 - i) Remarks (including details of any sub-contract).
- 1.2 When the Operator passes the hiring to another company the record shall include the name, address, and Council with which that Operator is licensed.
- 1.3 The operator shall keep copies of all vehicle and driver licences. All records kept by the operator shall be preserved for a period of not less than TWO years following the date of the last entry.
- 1.4 The Operator shall document the following particulars of any vehicle operated:
 - a) The registration number of the vehicle
 - b) The number of the identification plate provided by the Council pursuant to s.48(5) of the 1976 Act
 - c) The make and model of the vehicle
 - d) The name and address of the proprietor(s) of the vehicle
 - e) The number of passengers permitted to be carried in the vehicle, as shown on the licence.
 - f) The start and expiry dates of the vehicle's licence issued by the Council.
 - g) The date on which the vehicle was added to the operator's fleet.
 - h) The date on which the vehicle was withdrawn from the operator's fleet.
- 1.5 The Operator shall keep a record of the following particulars of all licensed drivers:
 - a) The full names of the driver
 - b) The permanent address of the driver
 - c) The drivers date of birth
 - d) The drivers licence (badge) number
 - e) The start and expiry dates of the driver's licence issued by the Council.
 - f) The dates the driver's engagement/employment was commenced and terminated.

- g) To keep a record of long term overseas absences of drivers and notify the Licensing Authority if over 6 months.

1.6 The operator is required to keep a record of criminal record checks for all employees who take bookings and dispatch vehicles.

1.7 The operator is required to provide to the Licensing Office on annual basis on the anniversary of the issue of the licence the following information.

- a) List of all BCP Licenced vehicles registered with them.
- b) List of all BCP Licenced drivers registered with them.
- c) Confirmation that the details provided by the operator on their application have not changed.

2. Standard of Service

2.1 The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-

- a) Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- b) Keep clean, adequately heated, ventilated, and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.
- c) Ensure that any waiting area provided by the operator has adequate seating facilities.
- d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.
- e) Ensure that all vehicles dispatched by them are maintained at all times in a safe and roadworthy condition.

3 Safeguarding

3.1 The licence holder shall also keep a register of all employees who have access to customer personal data including booking and dispatching vehicles, this shall include the dates and times of work and their role.

3.2 The licence holder shall have in place a policy on employing ex-offenders which recognises that those with a conviction for offences provided in the Councils policy on previous convictions other than those relating to driving matters may not be suitable to have access to such customer records and personal information.

3.3 The operator shall require at least a basic DBS certificate for individuals named in the register at 3.1 at the time of employment to be no more than 3 months old and any contracts of employment shall include a clause requiring the individual to disclose any arrest or conviction to the employer.

3.4 Operators may outsource booking and dispatch functions, but they cannot pass on the obligation to protect children and vulnerable adults. Operators are required to evidence that comparable protections are applied by the company to which they outsource these functions.

- 3.5 The operator shall ensure all staff who take bookings and dispatch vehicles have been provided with suitable training in the awareness of and reporting of safeguarding concerns which includes human trafficking, county lines and child sexual exploitation.
- 3.6 The operator shall keep records for all staff who have received safeguarding training which shall be provided to the Licensing Authority on request.

4 Complaints

- 4.1 The Operator shall publish a complaints handling procedure, detailing how members of the public may make complaints to the Operator, in respect of any aspect of the service provided, and investigate any complaints received in a timely manner, making details of such complaints and investigations available to authorised Council.
- 4.2 The operator shall notify the Licensing Authority of serious incidents or serious complaints that may bring into question the fitness and propriety of a driver or the operator, regarding any driver or other operator used by the operator within one working day of receipt. This includes incidents or complaints received from third parties and relates to any journey whether a hiring by the public or from contract work. Any response to a complaint that has already been made should be forwarded to the Council Licensing Team at the same time. Any further responses should be forwarded to the Council Licensing Team on request. The report shall include details of driver(s) vehicle(s) or other operator(s) involved and the hirers name and contact details.
- 4.3 A list of complaint types the must be reported to the Licensing Authority includes but is not limited to:
- sexual misconduct, sexual harassment, or inappropriate sexual attention
 - breaching terms and conditions laid down by the operator regarding fares and charges including the cancellation of a journey without good reason.
 - unnecessarily obtaining passengers personal information which includes but not limited to social media contact details and telephone numbers.
 - racist behaviour
 - violence
 - dishonesty, including but not limited to theft, touting, incorrect routing to inflate a fare
 - breaches of equality (specifically wheelchair and service animal denial)
 - road traffic offences including condition of any vehicle and including instances of poor driving standards.
 - any other act that may bring into question the fitness and propriety of the driver or operator.
 - any driver that has been removed from the working through the Operator on a permanent basis.

5 Change of Operator's Home Address

- 5.1 The operator shall notify the Council in writing of any change of their home address during the period of the licence within seven days of such change taking place.

6 Change of Operator's Business Premises

- 6.1 If an operator wishes to change the base from which they operate they shall be required to submit a new application. (Note: all operators' business premises must be within the BCP Council Boundary).

7 Convictions and Cautions

- 7.1 The operator shall within seven days disclose to the Council in writing details of any conviction or caution imposed on them (or, if the operator is a Company, of any its Directors) during the period of the licence.

8 Operator's Licence

- 8.1 Operators shall operate wholly from those premises specified in the licence and situated within the boundaries of BCP Council
- 8.2 The Operator shall display the Operator's Licence issued by the Council in a conspicuous position at the licensed premises.

9 Signage

- 9.1 Each Private Hire Operator is responsible for ensuring that their advertising is only placed on a vehicle linked to their circuit. Only advertising approved by the Licensing Officers may be displayed.
- 9.2 When an operator ceases to dispatch a vehicle, the operator shall ensure that the driver returns all such signage and livery to them.

10 Public Liability Insurance

- 10.1 Operators shall have at all times a current valid policy of public liability insurance for the premises they are licensed to operate from if those premises are open to the public.

11 Duty to cooperate on regulatory matters.

- 11.1 Operators must co-operate with authorised officers of the Council in all matters relating to the regulation of the licensed vehicle trade. However, nothing in this condition affects the licence holders statutory protection afforded by other legislation.

12 Reapplication

- 12.1 Where an applicant has previously had a licence revoked by the Council the Authority shall not, save in exceptional circumstances, consider any further application from the applicant for a period of three years from the date of the Authority's decision or, if that decision was appealed against and the appeal was dismissed, abandoned, or otherwise failed, from the date of the dismissal, abandonment or other failure of the and appeal, whichever is the later.

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Hackney Carriage and Private Hire Policies Consultation - General Public Survey



We are consulting on proposed changes to the following Hackney Carriage and Private Hire policies for Bournemouth, Christchurch and Poole (BCP):

- Hackney Carriage and Private Hire Driver Policy
- Hackney Carriage and Private Hire Vehicle Policy
- Private Hire Operator Policy.

These policies set out the principles that BCP Council propose to apply in exercising its Hackney Carriage and Private Hire functions from 2025 to 2030.

Before any decisions are made, we would like to hear your views on the proposed changes to all three policies and on other relevant questions relating to complaints and wheelchair accessibility.

All the documents and Frequently Asked Questions (FAQs) can be found on the main consultation page: haveyoursay.bcpccouncil.gov.uk/taxi-policy-consultation and on request in any BCP library. If you have any questions or need support completing the survey, please email taxi.privatehire@bcpcouncil.gov.uk.

The consultation will close at **11:59pm on 28 April 2025**.

Privacy statement

The survey data is hosted by Snap Surveys on behalf of BCP Council. The data is stored securely as specified in the Snap Surveys privacy policy: www.snapsurveys.com/survey-software/privacy-policy-uk. All information you provide is treated in confidence and in accordance with the Data Protection Act 2018. The information will be used for statistical and monitoring purposes. It will not be used to identify individuals apart from those instances where you give us consent to contact you using the personal details you have provided us with. You can find out more about how BCP Council use and store your data in our privacy policy: www.bcpccouncil.gov.uk/research-privacy.

Q1 Are you responding as a:

(select all that apply)

- ☐ BCP Resident
- ☐ BCP Hackney Carriage/Private Hire car user
- ☐ BCP Hackney Carriage/Private Hire licence holder ([please end this survey](#) and complete the BCP Licence Holders Survey)
- ☐ A business or organisation (please tell us the name of your business/organisation below)
- ☐ BCP Councillor
- ☐ Other, please specify below

Please tell us which organisation you are responding on behalf of?

Q2 How did you find out about this consultation?

(select all that apply)

- | | |
|---|--|
| ☐ BCP Council's social media | ☐ Bournemouth Echo |
| ☐ Other social media | ☐ Word of mouth |
| ☐ BCP Council website | ☐ Councillor |
| ☐ BCP Council email | ☐ None of the above |
| ☐ BCP Council press release | ☐ Other, please specify below |
| ☐ BCP Library | |

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Q3 Which of these Hackney Carriage and Private Hire journeys have you taken in the last 12 months?

(select all that apply)

- ☐ Prebooked journey through a BCP Council licensed operator such as PRC Streamline, United Taxis, Mobile Radio Cars or Ariel Taxis
- ☐ Prebooked journey via a nationwide operator such as Uber or Bolt
- ☐ Flagged down a taxi on the street
- ☐ Got into a taxi at a rank
- ☐ None of the above

Proposed changes to the draft Hackney Carriage and Private Hire Driver Policy

In this section, we will ask for your views on the proposed changes to the Hackney Carriage and Private Hire Driver Policy for the BCP area. We will also ask you questions about how serious you feel different types of complaints are.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q4 To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030?

(select one option per row only)

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/not sure
(a) Changes to the assessment of convictions guidance to align with the national statutory standards	☐	☐	☐	☐	☐	☐
(b) Changes to the way complaints are handled	☐	☐	☐	☐	☐	☐
(c) Adopting a phased approach to enforcement	☐	☐	☐	☐	☐	☐

Q5 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which proposal you are disagreeing with by writing '(a)', '(b)' etc before your comment.

Q6 Please rank these types of complaint in order of seriousness with the most serious placed at number 1, and the least serious placed at number 9.
(write a rank in the boxes for each complaint)

	Rank
Minor traffic offences – passing cyclist too close/parking on pavements	
Major traffic offences – using phone, driving without insurance, drink/drug driving	
Poor conduct of driver towards passenger, e.g. violent or abusive language	
Poor conduct of driver towards other road users e.g. speeding, road rage, endangering pedestrians	
Driver dishonesty, e.g. about fares or routes	
Dirty interior of vehicle	
Route taken, e.g. purposefully taking a longer route to increase the fare	
Not taking card payments	
Refusing to take a job due to the short distance	

Q7 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy?

Proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy

In this section, we will ask for your views on the proposed changes to the Hackney Carriage and Private Hire Vehicle Policy for the BCP area. We will also ask you questions about wheelchair accessibility in vehicles.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q8 To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030?

(select one option per row only)

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/not sure
(a) No longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one	☐	☐	☐	☐	☐	☐
(b) Remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage	☐	☐	☐	☐	☐	☐
(c) Require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet	☐	☐	☐	☐	☐	☐

Q9 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which proposal you are disagreeing with by writing '(a)', '(b)' etc before your comment.

Q10 How often do you use a wheelchair accessible taxi?

(select one option only)

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ A few times a year
- ☐ Never (go to Q13)

Q11 Have you ever experienced difficulties when trying to book a wheelchair accessible taxi?

(select one option only)

- ☐ Yes - a lot
- ☐ Yes - a little
- ☐ No
- ☐ Not sure
- ☐ Not applicable

Q12 If you said you have experienced difficulties when trying to book a wheelchair accessible taxi, please tell us why.

Q13 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy?

Proposed changes to the draft Private Hire Operator Policy

In this section, we will ask for your views on the proposed changes to the Private Hire Operator Policy for the BCP area.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q14 To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?
(select one option only)

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know/not sure

Q15 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which sections of the draft Private Hire Operator Policy your comment relates to.

Q16 Is there anything else you would like to say about the proposed changes to the draft Private Hire Operator Policy?

Further comments

Q17 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire policies?

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Hackney Carriage and Private Hire Policies Consultation - BCP Licence Holders Survey



We are consulting on proposed changes to the following Hackney Carriage and Private Hire policies for Bournemouth, Christchurch and Poole (BCP):

- Hackney Carriage and Private Hire Driver Policy
- Hackney Carriage and Private Hire Vehicle Policy
- Private Hire Operator Policy.

These policies set out the principles that BCP Council propose to apply in exercising its Hackney Carriage and Private Hire functions from 2025 to 2030.

Before any decisions are made, we would like to hear your views on the proposed changes to all three policies and on other relevant questions relating to wheelchair accessibility.

All the documents and Frequently Asked Questions (FAQs) can be found on the main consultation page: haveyoursay.bcpccouncil.gov.uk/taxi-policy-consultation and on request in any BCP library. If you have any questions or need support completing the survey, please email taxi.privatehire@bcpcouncil.gov.uk.

The consultation will close at **11:59pm on 28 April 2025**.

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Q1 Are you responding as a:

(select all that apply)

- ☐ BCP Hackney Carriage/Private Hire driver
- ☐ BCP Hackney Carriage/Private Hire vehicle proprietor (please tell us the name of your business/organisation below)
- ☐ BCP Private Hire Operator (please tell us the name of your business/organisation below)

Please tell us which organisation you are responding on behalf of?

Q2 How did you find out about this consultation?

(select all that apply)

- | | |
|---|--|
| ☐ BCP Council's social media | ☐ Bournemouth Echo |
| ☐ Other social media | ☐ Word of mouth |
| ☐ BCP Council website | ☐ Councillor |
| ☐ BCP Council email | ☐ None of the above |
| ☐ BCP Council press release | ☐ Other, please specify below |
| ☐ BCP Library | |

Q3 Which of these taxi and private hire journeys have you worked on in the last 12 months?

(select all that apply)

- ☐ Prebooked journey through a BCP Council licensed operator such as PRC Streamline, United Taxis, Mobile Radio Cars or Ariel Taxis
- ☐ Prebooked journey via a nationwide operator such as Uber or Bolt
- ☐ The customer flagged me down on the street
- ☐ The customer got into my taxi at a rank
- ☐ None of the above
- ☐ Other, please specify below

Proposed changes to the draft Hackney Carriage and Private Hire Driver Policy

In this section, we will ask for your views on the proposed changes to the Hackney Carriage and Private Hire Driver Policy for the BCP area. Please read the Table of Proposed Changes for this policy before responding to the questions.

Q4 To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030?

(select one option per row only)

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/not sure
(a) Changes to the assessment of convictions guidance to align with the national statutory standards	☐	☐	☐	☐	☐	☐
(b) Changes to the way complaints are handled	☐	☐	☐	☐	☐	☐
(c) Adopting a phased approach to enforcement	☐	☐	☐	☐	☐	☐

Q5 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which proposal you are disagreeing with by writing '(a)', '(b)' etc before your comment.

Q6 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy?

Proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy

In this section, we will ask for your views on the proposed changes to the Hackney Carriage and Private Hire Vehicle Policy for the BCP area. We will also ask you about wheelchair accessibility.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q7 To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030?

(select one option per row only)

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/not sure
(a) No longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one	☐	☐	☐	☐	☐	☐
(b) Remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage	☐	☐	☐	☐	☐	☐
(c) Require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet	☐	☐	☐	☐	☐	☐

Q8 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which proposal you are disagreeing with by writing '(a)', '(b)' etc before your comment.

Q9 How often do you drive a wheelchair accessible taxi for work?

(select one option only)

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ A few times a year
- ☐ Never

Q10 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy?

Proposed changes to the draft Private Hire Operator Policy

In this section, we will ask for your views on the proposed changes to the Private Hire Operator Policy for the BCP area.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q11 To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?

(select one option only)

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know/not sure

Q12 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which sections of the draft Private Hire Operator Policy your comments relate to.

Q13 Is there anything else you would like to say about the proposed changes to the draft Private Hire Operator Policy?

Further comments

Q14 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire policies?



HACKNEY CARRIAGE AND PRIVATE HIRE POLICIES CONSULTATION

3 March to 28 April 2025

Report June 2025

Research and Consultation Team

Executive Summary



- 33 responses in total:
 - 22 responses to the General Public Survey
 - 11 responses to the BCP Licence Holders Survey
- 4 additional responses were received by email
- **General Public Survey**

Most respondents said they:

- Were responding as BCP residents
- Found out about the consultation through BCP Council emails
- Have taken a 'prebooked Hackney Carriage and Private Hire journey through a BCP Council operator' in the last 12 months
- Agree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030
- Agree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030
- Agree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030
- Think 'major traffic offences' are the most serious type of complaint about Hackney Carriage and Private Hire drivers
- Never use a wheelchair accessible taxi.



- Respondents expressed concerns over:
 - The number of taxis operating within the BCP area who are licensed by other councils
 - Too many Hackney Carriage and private hire licences being issued in the BCP area.
- **BCP License Holders Survey**

Most respondents said they:

- Were responding as a 'BCP Hackney Carriage/Private Hire driver'
- Found out about the consultation through BCP Council emails
- Have worked on a 'prebooked journey through a BCP Council licensed operator' in the last 12 months
- Agree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030



- Disagree with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **no longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one**, as they feel there are too many Hackney Carriage and private hire drivers already
- Neither agree nor disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030
- Never drive a wheelchair accessible taxi for work.
- Respondents expressed concerns over:
 - The number of taxis operating within the BCP area who are licensed by other councils and the lack of regulation around this
 - How taxis licensed in other councils operate to lower standards than those expected of Operators in the BCP area.

- **Email responses**

Respondents expressed concerns over:



- The number of taxis operating within the BCP area who are licensed by other councils including Southampton Council, Portsmouth Council, New Forest District Council and Fareham Council
- How BCP Council will tackle licensed Hackney Carriage drivers who also work for Uber illegally
- How BCP Council will tackle Taxi/Private Hire Vehicle Operators who offer their services inside the BCP Council conurbation without having an Operator license
- Exemptions for speciality vehicles
- Assistance dog owners being refused access to taxis.
- Respondents suggested adding the following to the policies:
 - Some level of “grandfather” rights, similar to what has been previously provided in the legacy Borough of Poole policy
 - All drivers to undertake disability equality training
 - BCP Council to investigate all violations of the Equality Act by drivers and Operators
 - BCP Council to work together with assistance dog owners to ensure license requirements are being complied with.

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1 Introduction and background

BCP Council ran a consultation on proposed changes to three Hackney Carriage and Private Hire policies for Bournemouth, Christchurch and Poole (BCP):

- Hackney Carriage and Private Hire Driver Policy
- Hackney Carriage and Private Hire Vehicle Policy
- Private Hire Operator Policy.

These draft policies set out the principles that BCP Council propose to apply in exercising its Hackney Carriage and Private hire licensing functions from 2025 to 2030.

We asked the public and key stakeholders for their views on the proposed changes to these policies and on questions relating to complaints and wheelchair accessibility.

The consultation ran from **3 March to 28 April 2025**.

2 Methodology

The consultation used online and paper surveys to ensure broad participation from residents, businesses, and local organisations.

Respondents were asked to read a Table of Proposed Changes for each of the draft policies that clearly highlighted all the proposals. The Tables of Proposed Changes for each policy are shown below, along with the full draft policies:

1. Draft Hackney Carriage and Private Hire Driver Policy

- [Table of Proposed Changes](#)
- [Full draft Policy](#)

2. Hackney Carriage and Private Hire Vehicle Policy

- [Table of Proposed Changes](#)
- [Full draft Policy](#)

3. Private Hire Operator Policy

- [Table of Proposed Changes](#)
- [Full draft Policy](#)

The consultation was hosted on the BCP [Engagement HQ](#) platform and was promoted through various channels including:

- [Press release](#)
- Social media posts (Facebook, Twitter, LinkedIn, and Instagram)
- A full breakdown of the communications activity for this consultation can be found in the [Communications Report](#)
- Details of engagement rates can be found in the [Engagement HQ Analytics](#) section

The main project page was hosted from the council's Engagement HQ Platform along with a brief description of the project:

haveyoursay.bcpccouncil.gov.uk/taxi-policy-consultation.

The consultation was designed in Engagement HQ (engagement platform software). The online responses were downloaded from the software for analysis. The data was checked and verified in preparation for analysis and held in the Research and Consultation Team's secure area.

The online survey was designed and hosted in Engagement HQ. The online responses were downloaded into Excel for analysis. The data was checked and verified in preparation for analysis and held in the BCP Council Research and Consultation Team's secure area. Quantitative analysis was carried out using Excel to identify the frequencies for each question.

The write in (qualitative) responses were exported into Excel and coded into categories. Qualitative research does not seek to quantify data, instead, its purpose is to provide deeper insights into reasoning and impact and many researchers therefore believe that numbers should not be included in reporting. The numbers of people mentioning the most prevalent codes are provided in this report to give an indication of the magnitude of response. Importantly, however, given the nature of the data, this does not provide an indication of significance or salience in relation to the question asked.

2.1 Support

During the consultation period, paper copies of the policies and surveys were available on request at any of any of BCP's libraries.

Respondents could give us their views by:

- Completing an online survey for the each of the policies being consulted on
- Completing a paper survey for the each of the policies being consulted on, which they could download on the [main consultation page](#) or collect from one of [BCP's libraries](#)
- Paper surveys could also be dropped in the 'Have Your Say' boxes in any BCP library or posted to:

Hackney Carriage and Private Hire Policies Consultation, Research and Consultation Team, BCP Council, Civic Centre, Bourne Avenue, Bournemouth, BH2 6DY.

If respondents had any questions, needed support or needed the documents in a different format, they could email taxi.privatehire@bcpcouncil.gov.uk.

They could also refer to the [Frequently Asked Questions \(FAQs\)](#).

3 Engagement Figures

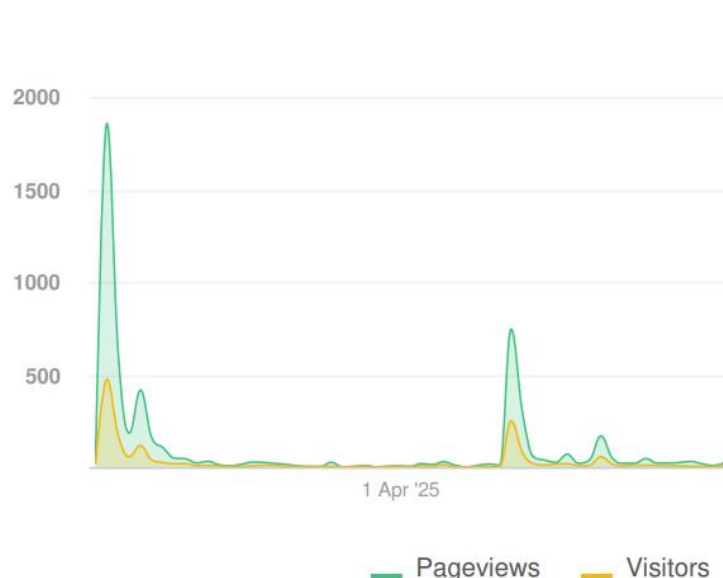
This section shows the engagement figures for each method used during the consultation.

3.1 Engagement HQ Analytics

The consultation was hosted on the council's engagement platform '[Engagement HQ](#)'. There were 1,854 visits to the [consultation page](#) with 1,218 **aware visitors** (i.e. a visitor who has made at least one single visit to the webpage) and 762 **informed visitors** (i.e. a visitor who has taken the 'next step' from being aware and clicked on something).

Engagement HQ Measurement Figures

Visitors Summary



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
1.9 k	474	
NEW REGISTRATIONS		
26		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
32	762	1.2 k

Visitors engaged with the content on the main consultation page as follows:

- 633 visitors downloaded documents 1,160 times, including:

- 532 downloads of the [Table of Proposed Changes - Draft Hackney Carriage and Private Hire Driver Policy](#)
- 221 downloads of the [Table of Proposed Changes - Draft Hackney Carriage and Private Hire Vehicle Policy](#)
- 174 downloads of the [Draft Hackney Carriage and Private Hire Driver Policy 2025-2030](#)
- 128 downloads of the [Draft Hackney Carriage and Private Hire Vehicle Policy 2025-2030](#)
- 92 downloads of the [Table of Proposed Changes - Draft Private Hire Operator Policy](#)
- 42 downloads of the [Draft Private Hire Operator Policy 2025-2030](#)
- 7 downloads of the General Public paper survey
- 3 downloads of the BCP Licence Holders Paper Survey
- 3 downloads of the [consultation poster](#)

The majority of visitors to the consultation page on Engagement HQ came via an Android app (109 visits), Google (95 visits), and the BCP Council website (10 visits). A full breakdown of the site referrals can be seen below:

TRAFFIC SOURCES OVERVIEW

REFERRER URL	Visits
android-app	109
www.google.com	85
www.bpcouncil.gov.uk	10
www.google.co.uk	7
www.bing.com	6
email.bt.com	3
lm.facebook.com	3
mail.google.com	3
content.yudu.com	2
duckduckgo.com	2
e.mail.ru	2
m.facebook.com	2
nextdoor.co.uk	1
t.co	1
staging.yudu.com	1

4 Communications Report

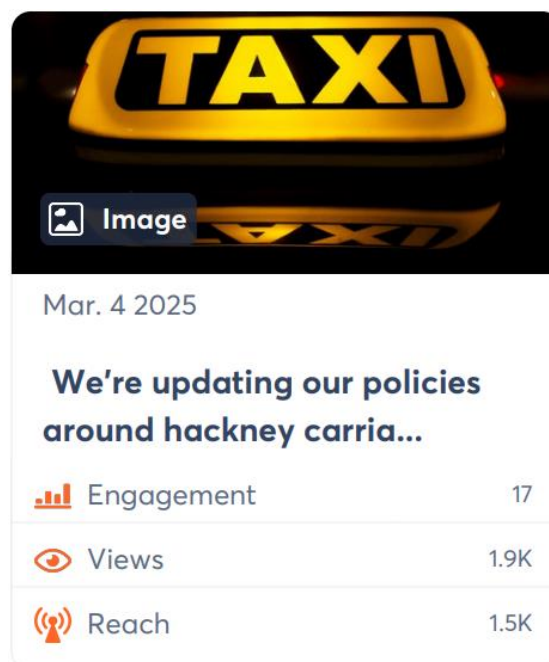
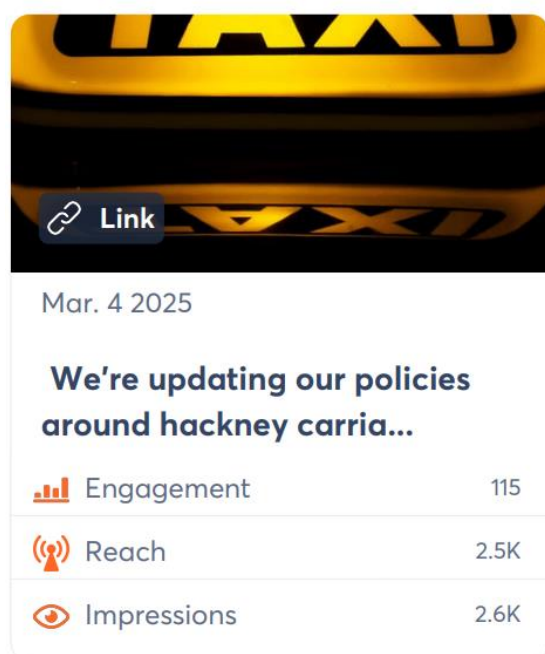
Below is a breakdown of the communications activity carried out by BCP Council to promote the Hackney Carriage and Private Hire Policies Consultation as widely as possible.

The council used a variety of methods to promote the consultations including a [press release](#) and social media posts on Facebook, X (formerly Twitter), LinkedIn, and Instagram along with posters in libraries.

Four social media posts had a total reach¹ of 4,040 people, a total engagement² of 162 people and a total 4,852 impressions³. Below are details of how people interacted with our social media posts during the consultation period:

 Facebook	Total	 Instagram	Total	 LinkedIn	Total
Reactions	2	Likes	15	Likes	0
Clicks	32	Saved	0	Clicks	11
Other clicks	78	Comments	2	Comments	1
Comments	1			Shares	0
Shares	2				

Below is the best performing social media posts based on reach and engagement:

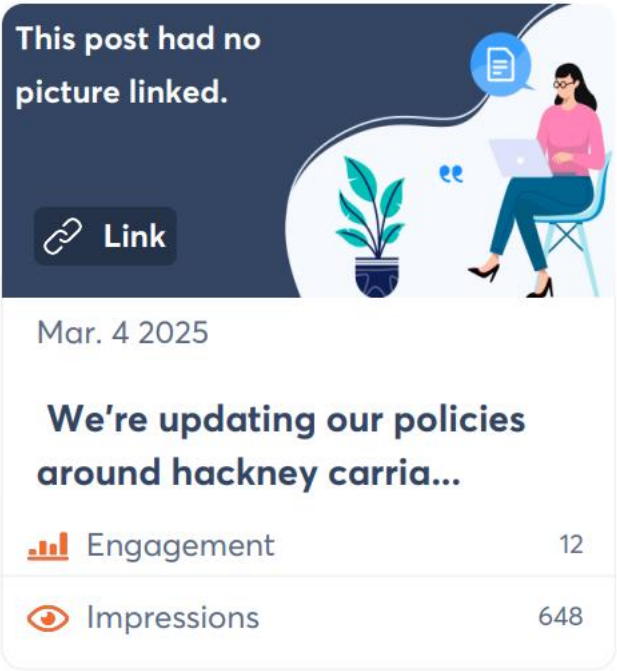


¹ The total number of people who see the post.

² The number of unique people who engaged with the post, i.e., commented or liked.

³ The number of times people saw the post.

Below is the best performing social media post based on impressions and engagement:



5 Analysis and results

A total of 33 people responded to the consultation surveys. This was made up of 22 responses to the General Public Survey and 11 responses to the BCP Licence Holders Survey. Please see the [Engagement HQ Analytics](#) section for additional information on the levels of engagement with the consultation aside from those who responded.

Figures in this report are presented as the number of people who answered a question i.e. excluding 'don't know', 'not applicable' and 'no reply', unless otherwise stated. This is a more accurate way of reporting results when a low number of responses have been received.

Please note that where numbers have been provided for the most prevalent codes to open-ended questions in this report, this is to give an indication of the magnitude of response rather than an indication of significance or salience in relation to the question asked.

6 General Public Survey

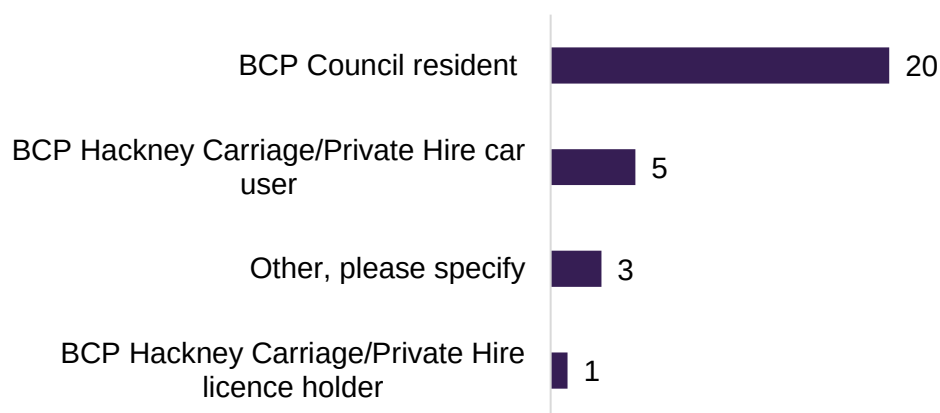
There was a total of 22 responses to this survey.

6.1 Respondent Type

Q1. Are you responding as a:

Please note respondents could select more than one option for this question.

20 respondents said they were responding as a 'BCP Council resident', while five respondents said they were responding as a 'BCP Hackney Carriage/Private Hire car user'. Three respondents said they were responding in a different capacity which are outlined below. One respondent said they were responding as BCP Hackney Carriage/Private Hire licence holder.



Base: All respondents

The other ways that the respondents said they were responding to the survey as were:

- Guide Dogs [for the Blind Association]
- Medical doctor
- A retired Hackney driver

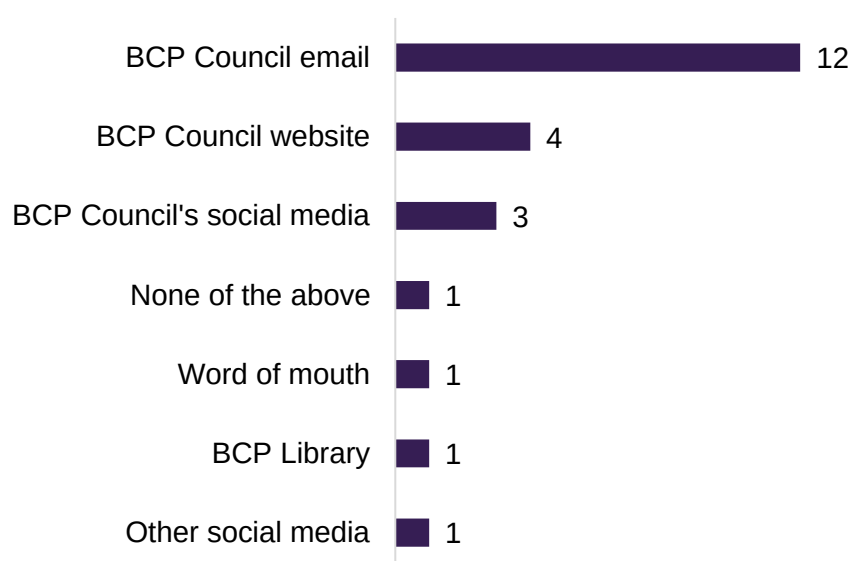
6.2 Consultation Awareness

Q2. How did you find out about this consultation?

Please note respondents could select more than one option for this question.

12 respondents said they found out about the consultation through 'BCP Council email', while four respondents said they find out through the 'BCP Council website' and three respondents said they found out through 'BCP Council's social media' posts.

Other ways respondents said they found out about the consultation were through 'word of mouth', a 'BCP Library' and 'Other social media' posts (one response each). One respondent said 'none of the above'.



Base: All respondents

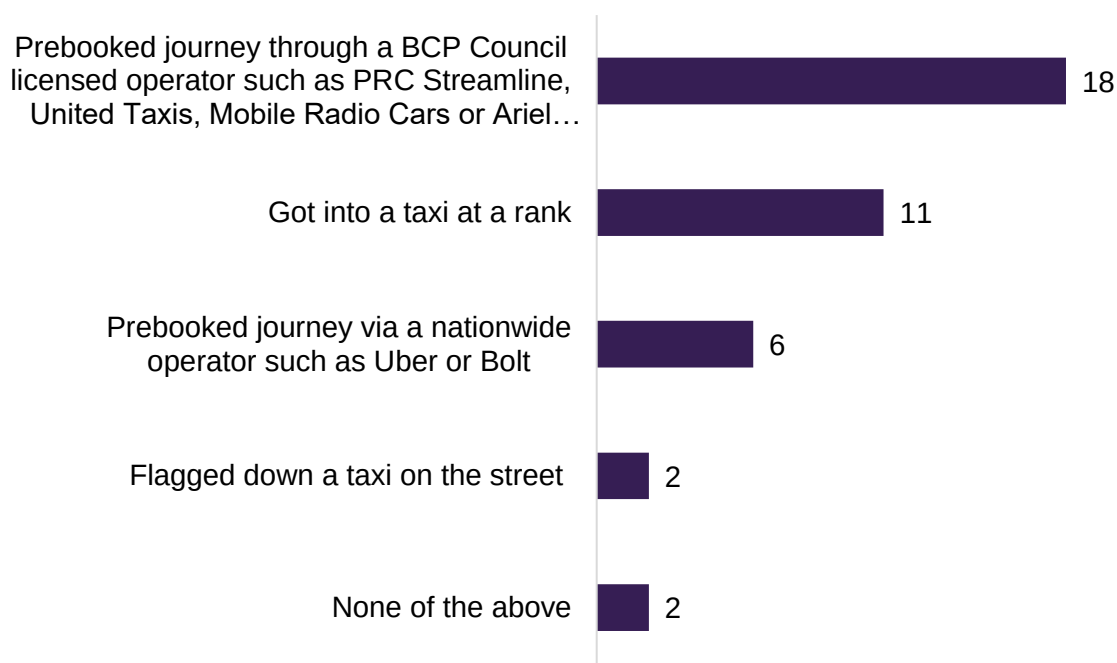
6.3 Journeys in the last 12 months

Q3. Which of these Hackney Carriage and Private Hire journeys have you taken in the last 12 months??

Please note respondents could select more than one option for this question.

18 respondents said they have taken a 'prebooked hackney carriage and private hire journey through a BCP Council operator' in the last 12 months, while 11 respondents

said they have gotten into a taxi at a taxi rank' in the last 12 months. Six respondents said they have taken a 'prebooked hackney carriage and private hire journey through a nationwide operator' in the last 12 months, while two respondents said they 'flagged down a taxi on the street' in the past 12 months. Two respondents said 'none of the above'.



Base: All respondents

6.4 Proposed changes to the draft Hackney Carriage and Private Hire Driver Policy

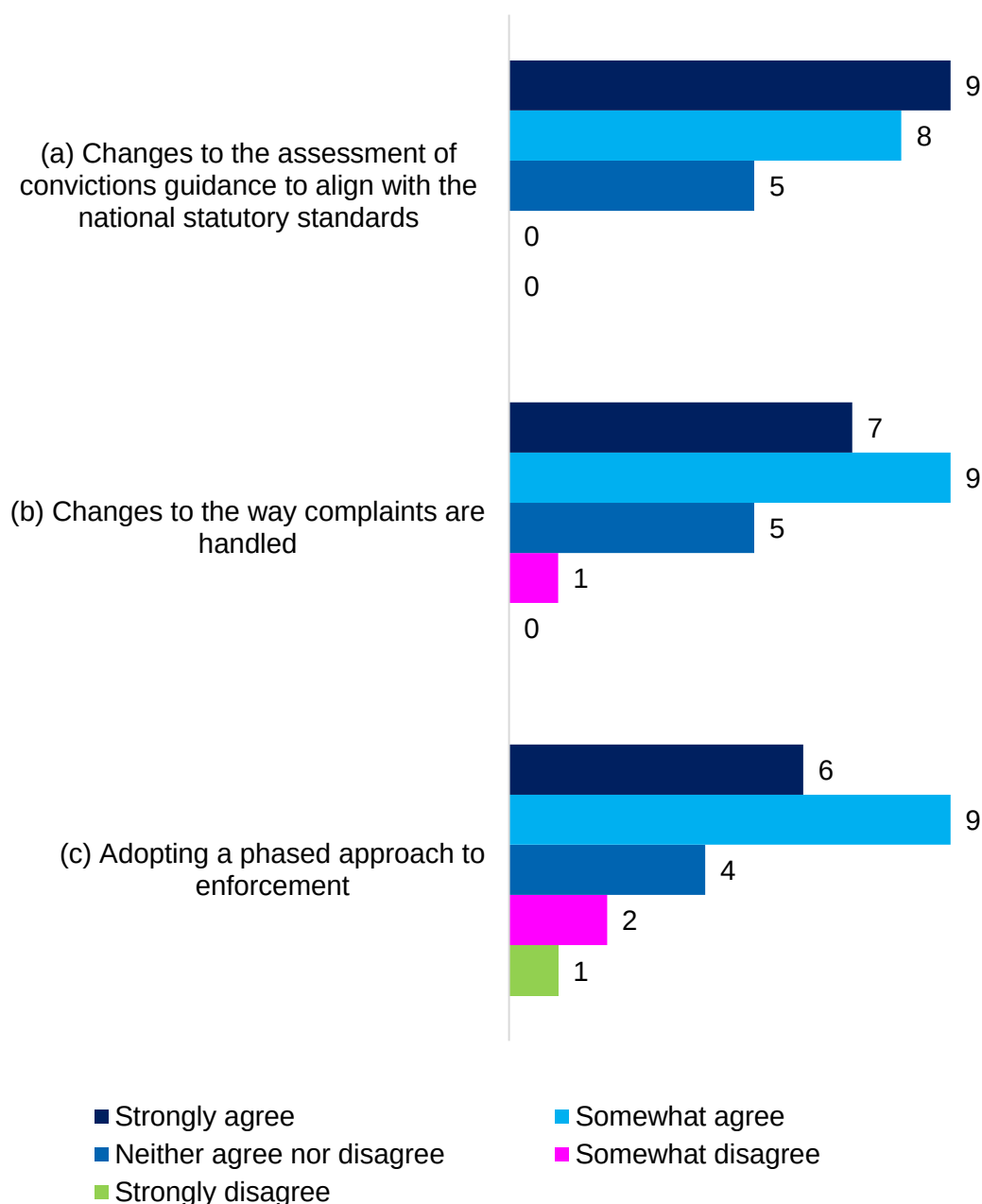
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q4. To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030?

17 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the assessment of convictions guidance to align with the national statutory standards**, while five respondents said they 'neither agree nor disagree' with the proposal.

16 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the way complaints are handled**, while five respondents said they 'neither agree nor disagree', and one respondent said they 'disagree' with the proposal.

15 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **adopt a phased approach to enforcement**, while five respondents said they 'neither agree nor disagree', and one respondent said they 'disagree' with the proposal.



Base: All respondents

Q5. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



3 comments

Three respondents gave an explanation for why they disagreed with the proposals to (b) change the way complaints are handled and (c) to adopt a phased approach to enforcement. These comments are shown below along with the proposal they relate to:

(b) Make changes to the way complaints are handled



“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

(c) Adopting a phased approach to enforcement



“Sorry, will have to read it all again are you giving them 3 strikes and out? Only doing this survey to keep Uber out of town.”



“Enforcement should be stricter and implemented with only legal notice.”

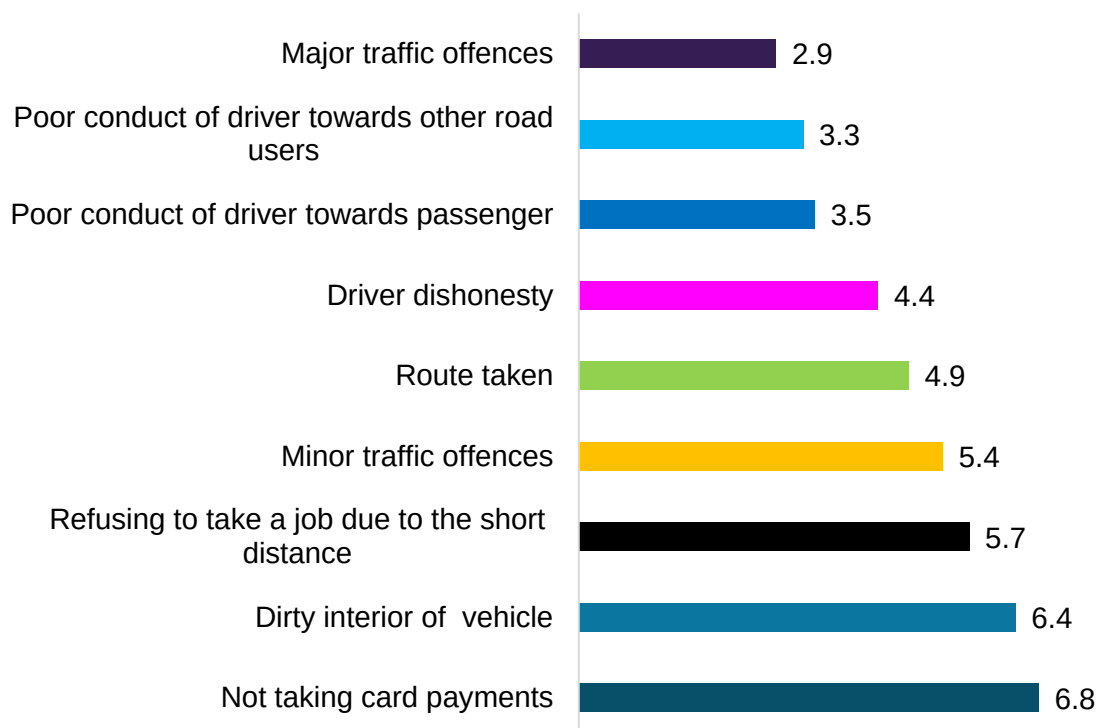
6.5 Seriousness of Complaints

Q6. Please rank these types of complaint in order of seriousness with the most serious placed at number 1, and the least serious placed at number 9.

The chart below shows how respondents ranked each of type of complaint about Hackney Carriage and Private Hire drivers. Please note that the more serious the type of complaint is, the lower the value allocated to that type of complaint.

On average, respondents ranked ‘major traffic offences’ (2.9) as the most serious type of complaint about Hackney Carriage and Private Hire drivers, followed by ‘poor conduct of drivers towards other road users’ (3.3), and ‘poor conduct of drivers towards passengers’ (3.5). Respondents said ‘not taking card payments’ (6.8) is the least serious type of complaint about Hackney Carriage and Private Hire drivers.

Average rank (the lower the value the more serious the complaint type)



Base: 21 respondents

6.6 Further comments – Driver Policy

Q7. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy?



11 comments

Half of respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy.

These comments have been coded into themes to make them easier to interpret. These are shown in the table below:

Table 1: Further Comments Themes – Driver Policy

Theme	No of comments
Criticisms	5
Suggestions	4
Other	1
None	1

Criticisms

These respondents made comments criticising the consultation survey, the lack of knowledge that some drivers have of the local area, the council for not allowing ride sharing apps like Uber and the number of hackney carriages and private hire licences:



“So many drivers I meet with no area knowledge.”



“Question 6 of this consultation is flawed and unacceptable because participants should be able to give a 1 rating for all the behaviours as none of them are acceptable to any degree.”



“Survey is difficult to complete on iPhone.”



“It is disappointing that the number of hackney carriages and private hire licences isn't being reduced. There are clearly too many available especially given how they park everywhere at their ranks such as at Bournemouth Station.”



“Absolutely needs to be an inclusion for Uber and other outside international operators. The council should hang their heads in shame at the fact other councils operating Uber are significantly cheaper and more efficient than BCP.”

Suggestions

These respondents made suggestions including amending Section 11.2 of the draft Hackney Carriage and Private Hire Driver Policy, ride sharing apps, and additional requirements for all vehicles Hackney Carriage and Private Hire vehicles:



“All drivers with high step vehicles to have step ups and all drivers and cabs to be disabled friendly.”



“Every driver should have a vehicle number in plain sight.”



“What you really need to do is license Uber and other ride sharing apps to operate in the BCP area. Not sure why this has not already been done. It reflects poorly on the council, as it seems a license has not been granted because owners of local taxi companies have made some sort of underhanded agreement with the council to ban ride sharing apps from the area, so that they can continue to inflate prices for customers. If you really had residents' interests at heart, you would license drivers who operate through ride sharing apps so that passengers are not paying exorbitant amounts to the few taxi companies who have a monopoly in BCP.”



“Regarding section 11.2, you use the term 'approved medical centre' in the new policy wording. Unless you are planning to keep a list of 'approved medical centres' then I think this term is unclear. I think the current wording is actually also ambiguous. In practice, where the driver's own GP is unable to carry out the medical, many taxi medicals currently, and certainly most of the lorry/bus Group 2 examination reports (which you are now proposing to accept in the new policy), are actually conducted by medical practitioners working from private consulting rooms. I would propose that the wording is changed from 'approved medical centre' to 'registered medical practitioner'. So, it would read as follows: 'Group 2 medical certificates must be completed by the driver's own General Practitioner (GP) or a registered medical practitioner with access to the driver's medical records, no more than four months before the medical is due. For drivers who also have a lorry or bus licence, we will accept a copy of the same medical, subject to the requirements above'. My proposed amended wording would be clearer, but it also shows that the council expects the medical to be done by a registered medical practitioner (ie. not lesser qualified staff who work in an 'approved medical centre'). My proposed wording would be in line with the current DVLA requirement that D4 (lorry/bus) medical examinations must be conducted by a registered medical practitioner (ie. a doctor).”



Other



“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

6.7 Proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy

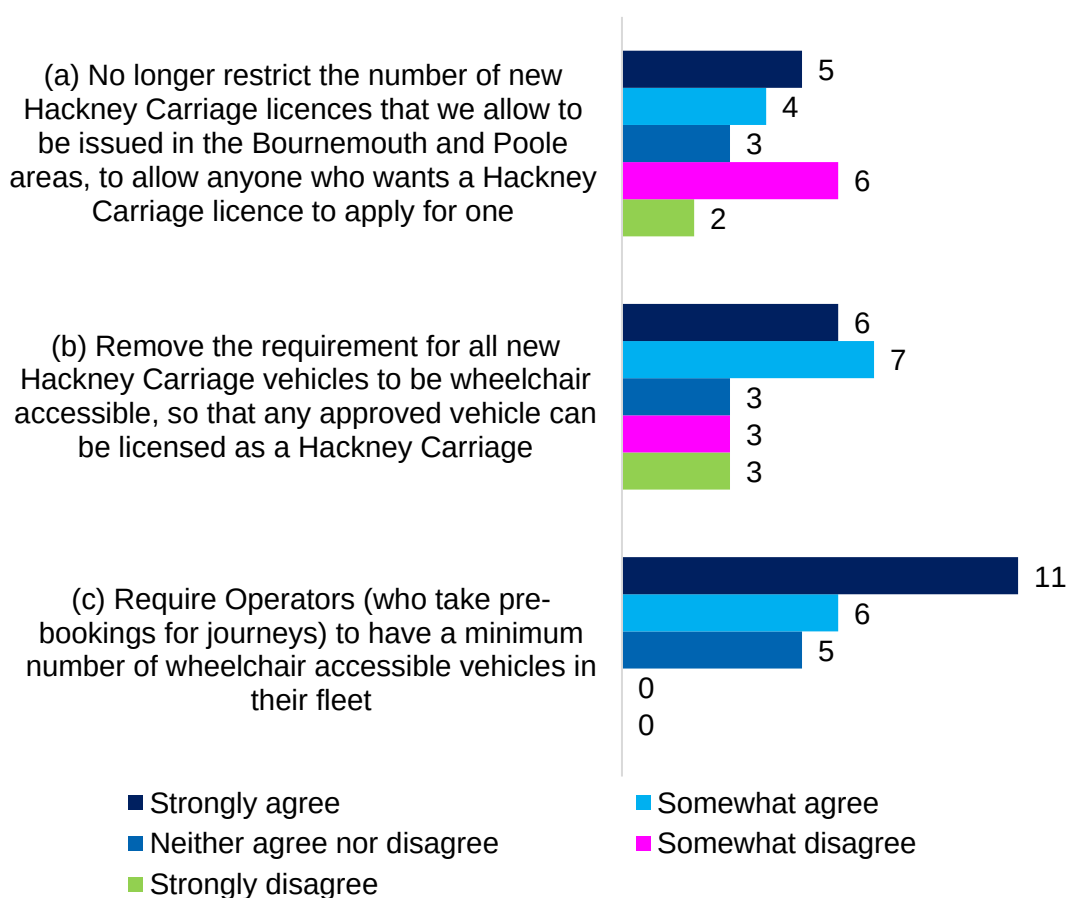
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q8. To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030?

9 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **no longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one**, while eight respondents said they 'disagree' and three respondents said they 'neither agree nor disagree' with the proposal.

13 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage**, while six respondents said they 'disagree' and three respondents said they 'neither agree nor disagree' with the proposal.

17 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet**, while five respondents said they 'neither agree nor disagree' with the proposal.



Base: All respondents

Q9. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



8 comments

Six respondents gave an explanation for why they disagreed with the proposals to (a) no longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one and (b) remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage.

Please note some of the comments below have been repeated because some respondents disagreed with more than one proposal.

Two respondents answered the question despite saying they neither agree nor disagree with the proposal. These comments have not been included in this report as they do not relate to the question.

The comments are shown below along with the proposal they relate to:

(a) No longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one



“Anyone should be able to access this type of vehicle any time of day or night!”



“I think allowing an unlimited number of licenses will increase the issue of drivers not knowing the area and just doing the odd job it will also lead to drivers having to compete [for] work (while this would be good if it drove fair prices down I can't see this would happen).”



“There are too many taxis already for the available trade. They must take anyone requiring assistance not refusing to do so.”



“Drive around the area, look at how many taxis are sitting idle on driveways, there are more than enough now.”

(b) Remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage



“Anyone should be able to access this type of vehicle any time of day or night!”

“There are too many taxis already for the available trade. They must take anyone requiring assistance not refusing to do so.”



“Drive around the area, look at how many Taxis are sitting idle on driveways, there are more than enough now.”

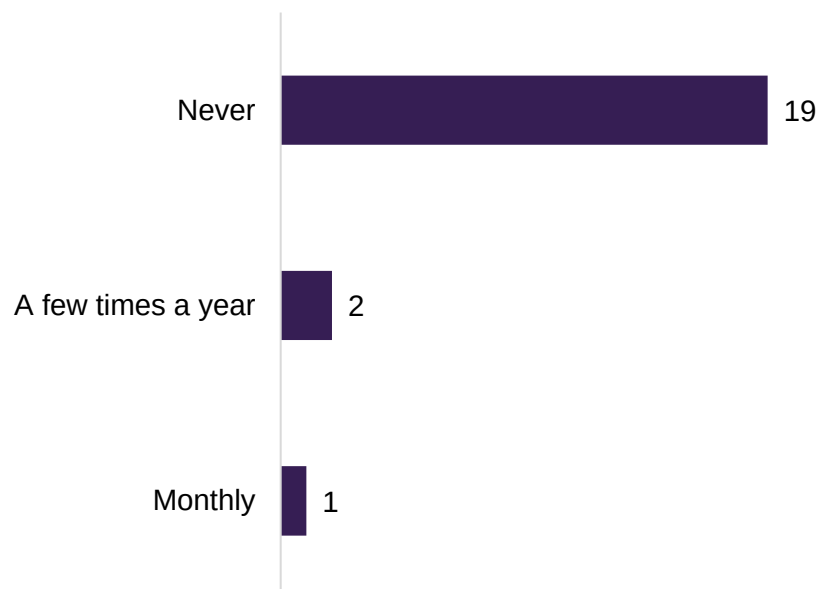
“There must be equality in access.”



“Provision should be available but not at the expense of other operators.”

Q10. How often do you use a wheelchair accessible taxi?

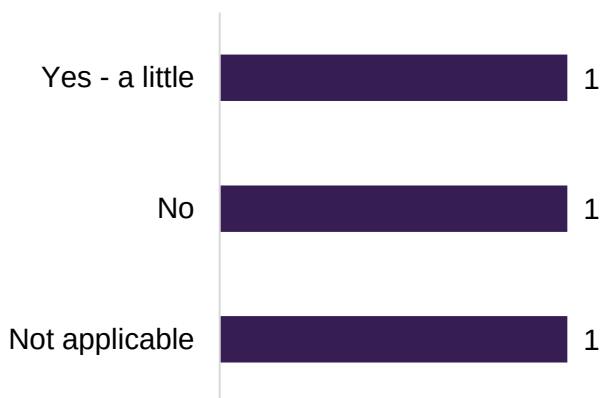
19 respondents said they ‘never’ use a wheelchair accessible taxi, while two respondents said they use them ‘a few times year’ and one respondent said they use them ‘monthly’.



Base: All respondents

Q11. Have you ever experienced difficulties when trying to book a wheelchair accessible taxi?

One respondent said they have experienced difficulties when trying to book a wheelchair accessible taxi, while another said they did not. One respondent said they question was not applicable to them.



Base: 3 respondents

Q12. If you said you have experienced difficulties when trying to book a wheelchair accessible taxi, please tell us why.



2 comments

Two respondents gave an explanation for why they had experienced difficulties when trying to book a wheelchair accessible taxi. One comment relates to the respondent who said “Yes – a little” and the other comment relates to the respondent who said “Not applicable” in the previous question:

Yes – a little



“Long wait.”

Not applicable



“I haven't booked one but others travelling with did and struggled to get someone to take them.”

6.8 Further comments – Vehicle Policy

Q13. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy?



6 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy.

These comments have been coded into themes to make them easier to interpret. These are shown in the table below:

Table 2: Further Comments Themes – Vehicle Policy

Theme	No of comments
Suggestions	2
None	2
Criticisms	1
Other	1

Suggestions

These respondents made suggestions about promoting equality amongst Hackney Carriage and Private Hire vehicle drivers, about their ability to speak English, reporting conduct breaches, and the need for Uber in BCP:



“It’s important to promote female taxi drivers so that female customers have that as an option. All taxi drivers should speak very good English. It should be made easier to report poor standards experienced when using a taxi. There should be a code of conduct for taxi drivers with respect at the top and it’s not acceptable for taxi drivers to have an attitude of not valuing women as equals.”



“We need Uber in BCP.”

Criticisms

One respondent criticised the consultation survey:



“Survey [was] difficult to complete.”

Other



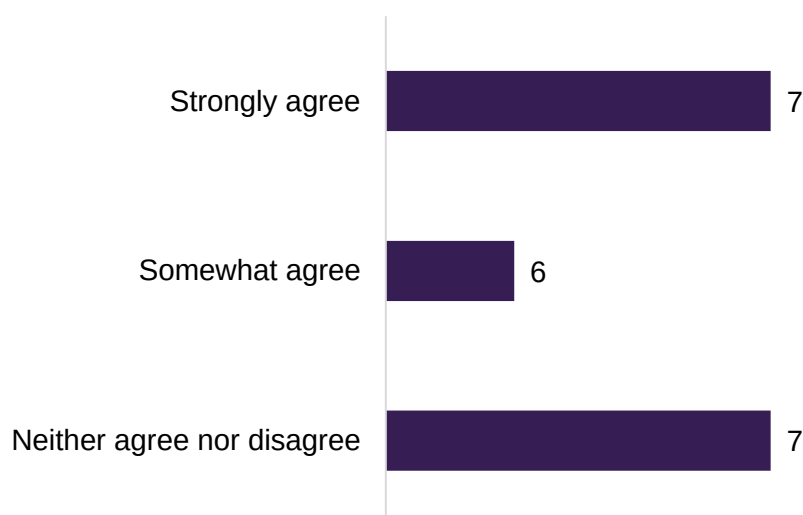
“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

6.9 Proposed changes to the draft Private Hire Operator Policy

We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q14. To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?

13 respondents said they ‘agree’ with the proposed changes to the draft Private Hire Operator Policy for 2025-2030, while seven respondents said they ‘neither agree nor disagree’ with the proposal.



Base: 20 respondents

Q15. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



1 comment

One respondent answered the question despite saying they neither agree nor disagree with the proposal. This comment has not been included in this report as it does not relate to the question.

6.10 Further comments – Private Hire Operator Policy

Q16. Is there anything else you would like to say about the proposed changes to the draft Private Hire Operator Policy?



7 comments

These respondents provided further comments on the proposed changes to the draft Private Hire Operator Policy.

These comments have not been coded into themes for this section as they repeat themes already outlined in the Driver and Vehicle policy sections above. However, these comments are listed below:



“License Uber and other ride sharing apps to operate in the BCP area. There is no reason why you should not be doing this---other nearby councils (e.g. Southampton) do. You have created a situation where taxi prices are inflated. If you care about BCP residents who rely on cabs/taxis for transportation, you need to make this change asap.”



“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”



“Please have drivers who can communicate and follow basic instructions. Too many drivers irrelevant of nationality that are not up to standard.”



“Make sure you get a good representation of responses to this consultant from females, the elderly and people with disabilities.”



“As previously mentioned Uber should be granted access to BCP and free market should dictate numbers.”



“No.”

“None.”

6.11 Further comments – All Policies

Q17. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire policies?



7 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire policies. These comments relate to regulating driver behaviour, having dogs in taxis, Uber and some queries about the implementation of the policies.

These comments are listed below:



“Say no to Uber.”



“There needs to be robust policy in place to ban drivers who have concerns raised about them. Well behaved dogs should be allowed to travel in taxis.”



“Drivers must be able to speak English and have a basic knowledge of the area.”



“I’m concerned about the cost of these massively over bureaucratic rules and regulations. I doubt many drivers will read and understand all 25 pages. How many people and how much time is spent on ensuring procedures are followed and what are the positive outcomes, or is that irrelevant?”



“None.”

“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

7 BCP License Holders Survey

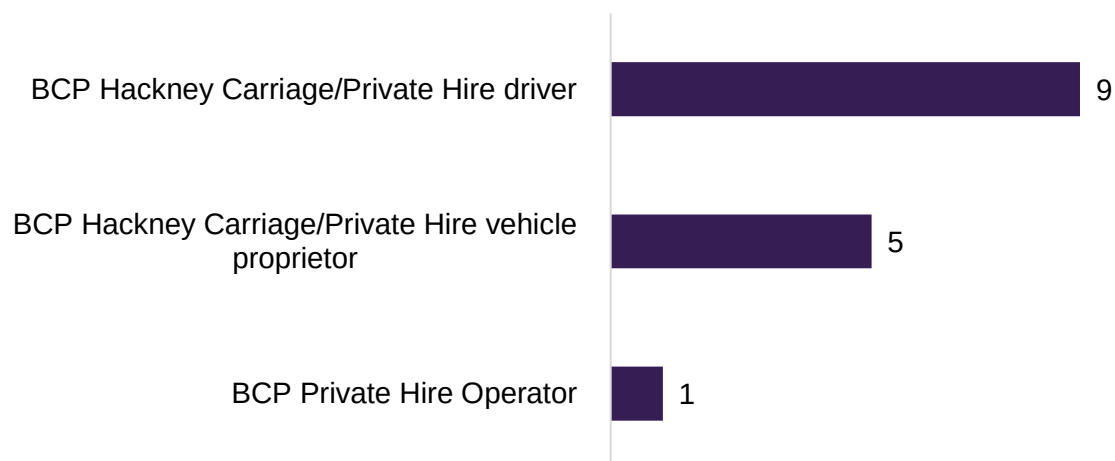
There was a total of 11 responses to this survey

7.1 Respondent Type

Q1. Are you responding as a:

Please note respondents could select more than one option for this question.

20 respondents said they were responding as a 'BCP Hackney Carriage/Private Hire driver', while five respondents said they were responding as a 'BCP Hackney Carriage/Private Hire vehicle proprietor'. One respondent said they were responding as a 'BCP Private Hire Operator'.



Base: All respondents

Respondents were asked to tell us which organisation they were responding on behalf of. One respondent provided these details:

- Enigma Limited T/A Dorset Day Trips

7.2 Consultation Awareness

Q2. How did you find out about this consultation?

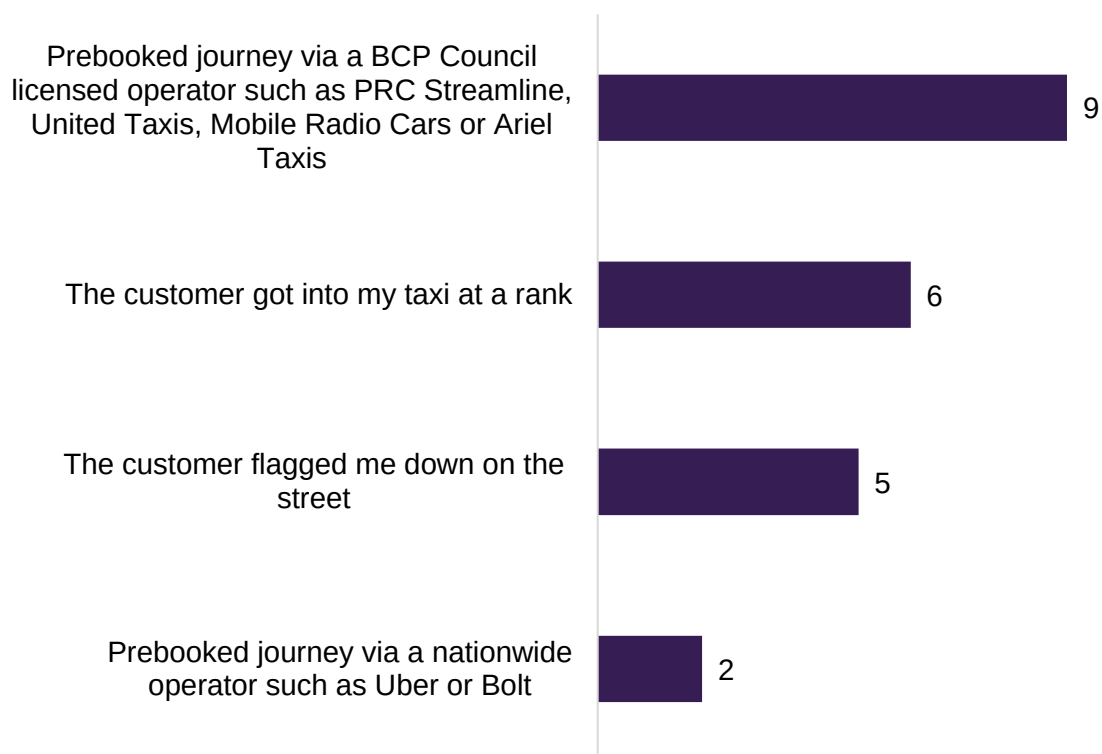
11 respondents answered this question and they all said they found out about the consultation through 'BCP Council email'.

7.3 Journeys in the last 12 months

Q3. Which of these taxi and private hire journeys have you worked on in the last 12 months?

Please note respondents could select more than one option for this question.

9 respondents said they have worked on a 'prebooked journey through a BCP Council licensed operator' in the last 12 months, while six respondents said a 'customer got into my taxi at a rank' in the last 12 months. Five respondents said a 'customer flagged them down on the street' in the last 12 months, while two respondents said they have worked on a 'prebooked journey via a nationwide operator' in the last 12 months.



Base: All respondents

7.4 Proposed changes to the draft Hackney Carriage and Private Hire Driver Policy

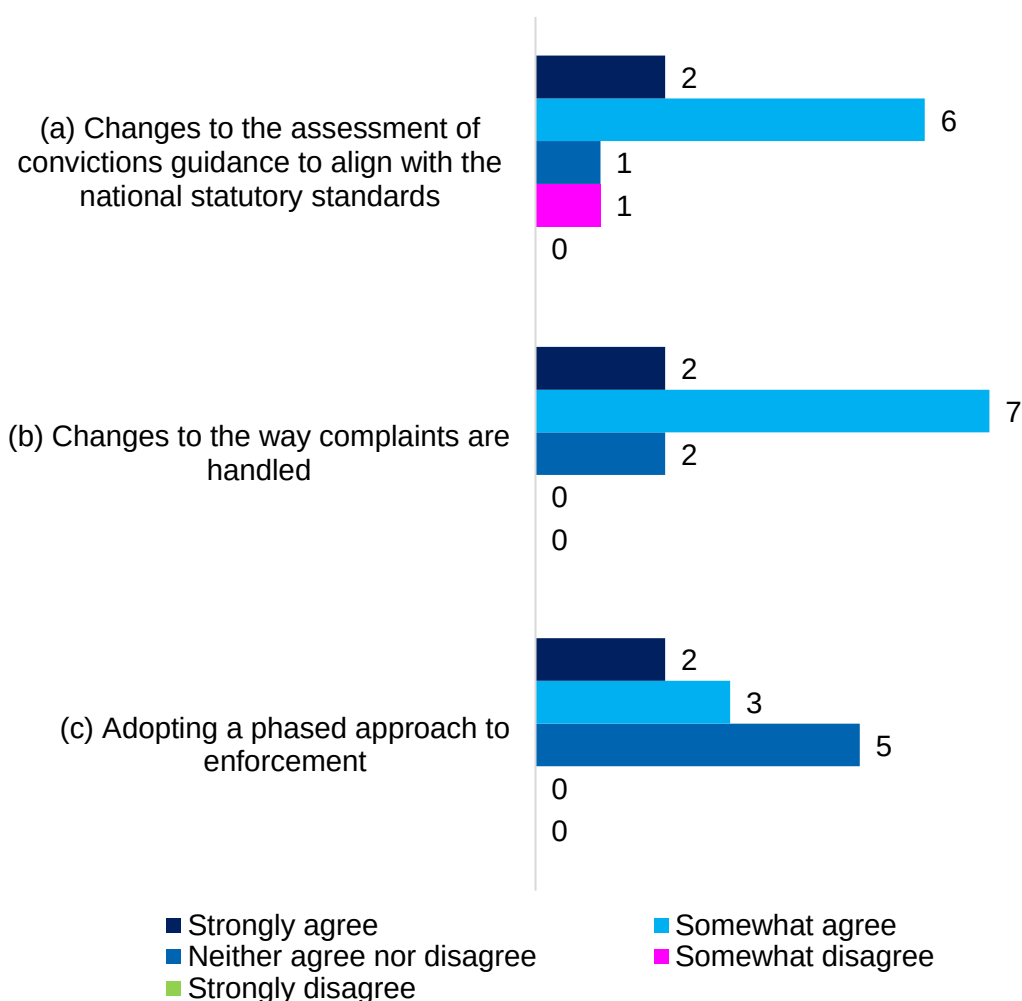
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q4. To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030?

Eight respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the assessment of convictions guidance to align with the national statutory standards**, while one respondent said they 'disagree' and another respondent said they 'neither agree nor disagree' with the proposal.

Nine respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the way complaints are handled**, while two respondents said they 'neither agree nor disagree' with the proposal.

Five respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **adopt a phased approach to enforcement**. Five respondents also said they 'neither agree nor disagree' with the proposal.



Base: All respondents

Q5. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.

No responses were received for this question.

7.5 Further comments – Driver Policy

Q6. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy?



6 comments

Six respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy.

Three of these comments were respondents saying they had no comment to make, the other three comments relate to private hire vehicles and the impact taxis from other council areas are having on the BCP area. These comments are shown below:



“[Private hire cabs] have old, dirty cars, and they don't respect the driving rules of the BCP or the traffic laws. They are very aggressive. Save us from the invasion of private hire cabs from other counties, e.g. Uber, and their prices are too low. Thanks.”



“We need a national change. Sadly, your good ideas are ruined by substandard drivers getting licenses with other councils and driving in BCP.”



“As all three council were merged in [2019], I think it's the time to make all three zones into one. I found many times customers get confused which taxi they should use [because] all three zone taxi colours and logos are [the] same. We are facing income loss as all the Dorset Council taxis are now [operating] in [the] BCP area. Also from other councils like Southampton, Portsmouth & New Forest [and] Uber taxis [are] also operating in [the] BCP area. Private Hire Operator United and Streamline taxis from Dorset Council should not be operate in [the] BCP area. Many drivers are now affected and [have lost] income because of too many Dorset taxis [operating] here.”



7.6 Proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy

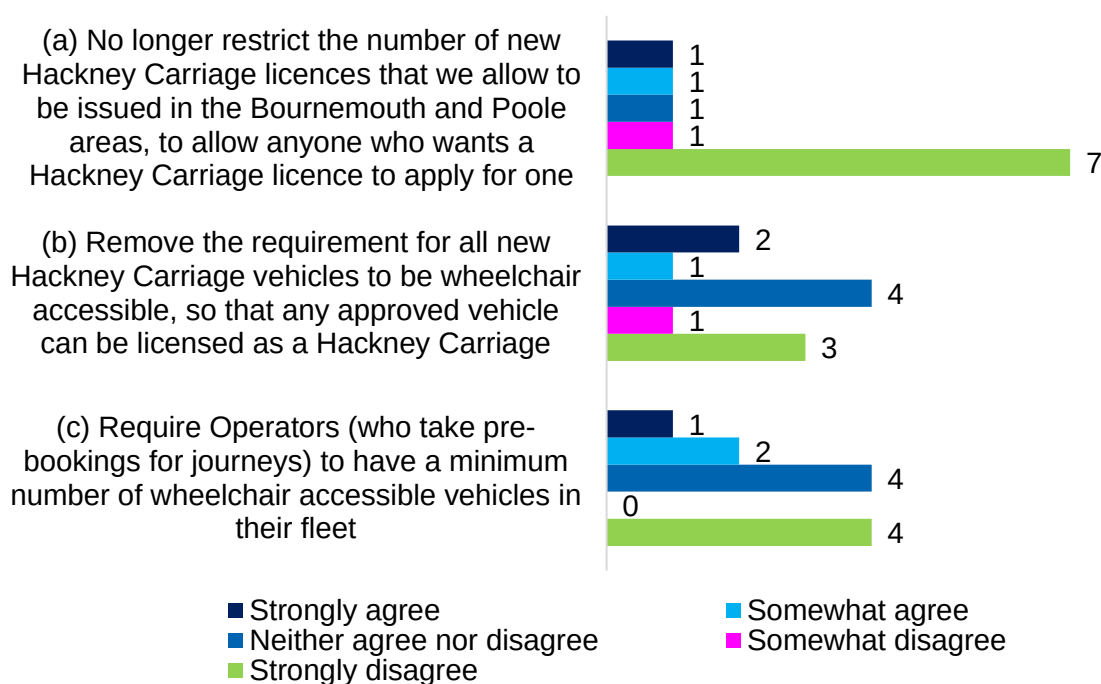
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q7. To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030?

Eight respondents said they 'disagree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **no longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one**, while two respondents said they 'agree' and one respondent said they 'neither agree nor disagree' with the proposal.

Four respondents said they 'disagree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage**, while three respondents said they 'agree' and four respondents said they 'neither agree nor disagree' with the proposal.

Four respondents said they 'disagree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet**, while three respondents said they 'disagree' and another four respondents said they 'neither agree nor disagree' with the proposal.



Base: All respondents

Q8. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



7 comments

Six respondents gave an explanation for why they disagreed with all the proposals, while one respondent answered this question despite saying they agree with proposals (a) and (b), and that they neither agree nor disagree with proposal (c).

Please note some of the comments below have been repeated because some respondents disagreed with more than one proposal.

The comments explaining why respondents disagree are shown below along with the proposal they relate to:

(a) No longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one



"The market is already flooded due to loopholes in the countrywide taxi network without drastically increasing the numbers in BCP. It's not sustainable!"



"(a) This should be restricted. As there are enough drives already, sometimes they need to wait about 1 to 3 hours for a job. the private hires are coming from other councils, covering lots of jobs. The Hackney drivers should be able to make ends meet. If there are more Hackney Drivers, the competition would be too much, and no one would be proud of the profession, as they have to rely on other sources of income for survival."



"Issuing more hackney vehicle licenses will reduce the business of current hackney vehicles. The taxi ranks won't be enough if more hackney vehicle licences [are] issued."



"There are plenty of standard vehicles and no unmet demand for regular taxis. Only required vehicles are wheelchair accessible."



"(a) There is already too many Hackney Carriages in [the] BCP zone now. Also, there [are] not enough taxi ranks or [car] parks in the current rank. Therefore, [a] cap should be in place for Hackney Carriages and [the council should] no longer issue any new plates."

(b) Remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage



“There are plenty of standard vehicles and no unmet demand for regular taxis. Only required vehicles are wheelchair accessible.”



“(b) Wheelchair vehicles are expensive and [to maintain]. [They are] not affordable.”

(c) Require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet



“A one-vehicle operator such as myself cannot have a minimum number of wheelchair accessible vehicles unless that one vehicle is so-adapted already.”

One respondent answered this question despite saying they ‘agree’ with proposals (a) and (b), and that they ‘neither agree nor disagree’ with proposal (c):



“That's very hard to implement since it's based on number on vehicles that exist. I'm a Christchurch Hackney [carriage driver]... and [I'm] disappointed I can't buy my own car and [the] council force me into slavery for another owner. I'll wait to see the outcome of [these] new BCP policies. If I'm forced to rent a car in the future, I'll probably quit... the stress [is] too high and I'm not sure it's [worth it] anymore to be a slave. I don't see the point to own a hackney driver licence if I can't work [using] my own car.”

Q9. How often do you drive a wheelchair accessible taxi for work?

10 respondents said they ‘never’ drive a wheelchair accessible taxi for work, while one respondent said they do ‘a few times a year’.

7.7 Further comments – Vehicle Policy

Q10. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy?



6 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy. These comments have been coded into themes to make them easier to interpret. These are shown in the table below:

Table 3: Further Comments Themes – Vehicle Policy

Theme	No of comments
Suggestions	3
Criticisms	1
Concerns	1

Suggestions

These respondents made suggestions about operating rules, restricting the number of Hackney Carriage licences available, and changes to the draft Vehicle Policy:



“[Make sure] that Hackney carriages (no matter the zone) [removed] can rank and [can] be hired by being held (flagged down) from the street in all BCP areas.”

“I would like BCP to keep the number of Hackney licenses limited.”



1) As a single speciality vehicle operator that has provided a unique contribution to the tourism offering of the BCP area for the last 12 years, I presume that there will be some level of “grandfather” rights applicable with this update, as there were when BCP policies were last revised, replacing [the] previous Poole [Borough Council] policy.

2) You mention the speciality vehicle exemption in para 9.2 & 21.3, but it is not mentioned anymore in 23.2 (livery & sticker requirements – previously covered by category A/B differentiation). As the exemption is very much still relevant & applicable, please add to the text.



3) Similarly, the livery/sticker exemption for speciality PH vehicles is not mentioned at all in new Appendix B, where it should be added to back up my previous point.

Please confirm these corrections in (2) & (3) will be added – do contact me if further clarification needed.”

Criticisms

One respondent criticised the experience of being a Hackney Carriage driver because of health impacts and cost implications:



"[Wheelchair Accessible Vehicles] (WAV) IS NOT FOR ME... I have a back problem which I try to keep it under control ... if I'm forced to buy a wav car to work... probably my back condition will get worse. So no thank you. I also don't want to buy a overpriced hackney car just for a plate. If the policies restriction for Christchurch Hackney plates will stand, I probably just have no option but to quit. I had enough slavery in 7 years. Since I have my Hackney driver licence, it's clear that I have to say "stop"... my mental health [is] more important. Thank you."



Concerns

One respondent expressed several concerns about the number of private hire vehicles operating in the BCP area under other councils' licenses:



"I would like to raise concerns regarding the growing number of private hire vehicles operating in the BCP area that are licensed by other councils.



- A large number of private hire vehicles licensed by other councils are operating in the BCP area, increasing competition and making it difficult for BCP-licensed private hire and Hackney Carriage drivers to earn a fair living.



- Drivers from other councils are not always required to complete the same professional training or courses that BCP Council mandates, which is unfair to local drivers who invest time and money to meet these standards.



- Some vehicles licensed by other councils do not meet the same safety, cleanliness, or quality standards expected by BCP Council, potentially compromising passenger experience and safety.

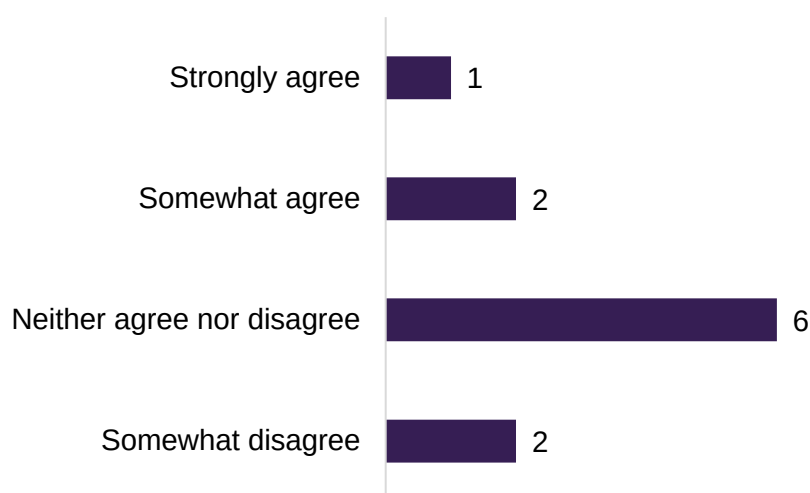
- BCP-licensed drivers must follow strict procedures, undergo regular checks, and maintain high standards, whereas out-of-area drivers are not held to the same level of regulation, creating an uneven playing field."

7.8 Proposed changes to the draft Private Hire Operator Policy

We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q11. To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?

Six respondents said they 'neither agree nor disagree' with the proposed changes to the draft Private Hire Operator Policy for 2025-2030, while three respondents said they 'agree', and two respondents said they 'disagree' with the proposal.



Base: All respondents

Q12. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



1 comment

One respondent explained why they disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030:



"All vehicles should only rank in [the] area [where their] licence [is] held."

7.9 Further comments – Private Hire Operator Policy

Q13. Is there anything else you would like to say about the proposed changes to the draft Private Hire Operator Policy?

No comments were received for this question.

7.10 Further comments – All Policies

Q14. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire policies?



4 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire policies. These comments relate to not restricting the number of Hackney Carriage plates in the area, the impact drivers from other council areas are having in the BCP area, and special rights for long-serving drivers.

These comments are listed below:



“Hope in best interest of drivers that the limitation of hackney carriage plates are removed. Thank you.”



“Many, many things need looking at which would require much more space and time to go through. However hard BCP try with your policies, sadly they’re being ruined by outside drivers getting licenses in other boroughs and driving here. Sadly, ALL operators in BCP are [actively] encouraging ALL of us to get licenses that aren’t with BCP. It’s so unfair and destroying our reputation and credibility.”



“As all three council were merged in [2019], I think it’s the time to make all three zones into one. I found many times customers get confused which taxi they should use [because] all three zone taxi colours and logos are [the] same. We are facing income loss as all the Dorset Council taxis are now [operating] in [the] BCP area. Also from other councils like Southampton, Portsmouth & New Forest [and] Uber taxis [are] also operating in [the] BCP area. Private Hire Operators United and Streamline taxis from Dorset Council should not be operate in [the] BCP area.”



“As mentioned above, I presume that there will be some level of “grandfather” rights applicable with this update, as there were when BCP policies were last revised, replacing previous Poole [Borough Council] policy.”

8 Email responses

In addition to the survey responses, four emails were received during the consultation period.

The comments in the emails relate to the impact drivers from other council areas are having in the BCP area, regulation of driver and Operator conduct, speciality private hire vehicles, and



"I really don't understand why people [from areas outside the BCP area are] working under [the] BCP area. More than half [from] Portsmouth, Southampton, [and the] New Forest all work as Uber drivers. Please check [this] out. I can easily make videos and photos." - Anonymous



"Good morning,

Thank you for opportunity to read the draft of changes proposal.

In general, [removed] I am fine with all changes [the] proposed, these should improve our service offered to [the] public in all aspects.

Only what I do [find is] missing in the draft is any mention [of] how the Taxi Licensing department will tackle Hackney drivers, licensed by BCP Council, who [also work] for Uber illegally because Uber doesn't hold Operator licenses issued by BCP Council.

Also, in the new draft there is [no] mention [of] how [removed] BCP Council tackle Taxi/PHV (Private Hire Vehicle) Operators who offer their services inside BCP Council conurbation without [an] Operator license [being] issued (Uber mentioned again).

And finally, in the new draft [policies there] is not any new policy or paragraph [on] how BCP Council want to deal with PHV drivers, licensed by Southampton Council, Portsmouth Council, New Forest District Council and Fareham Council, who [accept] PHV rides inside BCP Council conurbation illegally, with no link to the Operator, licensed by BCP Council." - BH1 Airport Cars



"Dear Licensing

Please note that I have made the following comments on the proposed policies in the Have Your Say survey, specifically the [Private Hire] Vehicle section and including some omissions therein relating to speciality vehicles. As they are important points to any local business such as my own and potentially its future, I thought I would advise you directly too.

1) As a single speciality vehicle operator that has provided a unique contribution to the tourism offering of the BCP area for the last 12 years, I presume that there will be some level of “grandfather” rights applicable with this update, as there were when BCP policies were last revised, replacing previous Poole [Borough Council] policy.

2) You mention the speciality vehicle exemption in para 9.2 & 21.3, but it is not mentioned anymore in 23.2 (livery & sticker requirements – previously covered by category A/B differentiation). As the exemption is very much still relevant & applicable, please add to the text.

3) Similarly, the livery/sticker exemption for speciality PH vehicles is not mentioned at all in new Appendix B, where it should be added to back up my previous point.

4) In addition, regarding the proposed change to a minimum number of wheelchair accessible vehicles: a one-vehicle operator such as myself cannot have a minimum number of wheelchair accessible vehicles unless that one vehicle is so-adapted already. So if this policy addition is adopted, a version of the exemption mentioned above may be needed, as there are plenty of other operators in a similar position as well as myself.

Please confirm these corrections in (2) & (3) [and potentially (4)] will be added – do contact me if further clarification needed.” - Enigmus Limited
T/A Dorset Day Trips



BCP Hackney Carriage and Private Hire Policies Consultation

Guide Dogs provides mobility services to increase the independence of people with sight loss in the UK. Alongside our mobility work we campaign to break down physical and legal barriers to enable people with sight loss to live their life on their own terms.

Across Dorset and the BCP conurbation, it is estimated that there are 34,700 people living with sight loss with 4,050 people registered as blind or partially sighted. Due to a variety of reasons, including an ageing population, the number of people with sight loss is predicted to increase to 42,200 by 2032¹.

Taxis and private hire vehicles (PHVs) and the door-to-door service they provide are essential for disabled people. They are particularly important for the independence of blind and partially sighted people, who are unable to drive, and often face barriers when using public transport.

However, accessing taxis and PHVs can be a major challenge for assistance dog owners. A 2022 Guide Dogs survey² found that 63% of respondents said they have been refused access to a taxi or PHV in the previous 12 months. 7% said it had happened to them between six and 10 times. None of the respondents indicated that they were presented with an exemption certificate

¹ RNIB, Statistics on Sight Loss, available at <https://www.rnib.org.uk/professionals/knowledge-and-research-hub/key-information-and-statistics/sight-loss-data-tool>

² <https://gd-prod.azureedge.net/-/media/project/guidedogs/guidedogsdotorg/files/how-you-can-help/campaigning/guide-dogs-access-report-2022.pdf>



when they were refused, despite this being a criminal offence under the Equality Act 2010. Such access refusals can have a significant impact on assistance dog owners' lives, leading to feelings of anger and embarrassment and a loss of confidence and independence, which can often lead to isolation and poor mental health.

Key recommendations:

- Disability equality training: All drivers should be required to undertake mandatory disability equality training.
- Zero tolerance: The policy should state that BCP Council will use its best endeavours to investigate all reported violations of the Equality Act 2010 in a timely manner with a view to pursuing a conviction.
- Mystery shopping: The policy should state that BCP will work together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases.

Disability equality training

Guide Dogs welcomes the inclusion within the draft policy of sections 13.3 - 13.7, along with Appendix B; Duty of all drivers to carry of assistance dogs.

The consequences of delayed travel combined with the emotional impact of facing discrimination and confrontation when trying to carry out everyday activities take a significant toll on assistance dog owners. Apart from feelings of anger and embarrassment, refusals can undermine the independence that assistance dogs bring to their owners. Assistance dog owners also reported that the stress of refusals has had a detrimental impact on their mental health and on whether they feel able to leave the house.

This also has a negative impact on their ability to access work and other opportunities. As guide dog owners report:

- "Each refusal is crushing, confidence shattering, rejecting, and traumatic. I always feel that I don't want to go out after - but work dictates I must." Guide dog owner, Stevenage.
- "I was left on my own at the side of the road in the dark. I am deaf and unable to phone for [help](#) and it made me feel very vulnerable. It makes me feel afraid to go out." Assistance dog owner.
- "I was very upset, it was dark, raining and 10pm at night. I was scared. I avoid evening invites, as I worry about getting home. I lose out on the chance of socialising with friends, which is bad, as I have no family." Guide dog owner, Rochester.
- "I used to have a very tough two-hour commute to work. The taxi part of the journey was the shortest bit travel wise, but it always ended up being the bit that held me up the most because I was having to spend time facing drivers who wouldn't take me with my dog. ... It's good that my contract was flexi hours otherwise I'm sure I would have been sacked for being late all the time - it happened so often." Guide dog owner, Daventry.

Further, guide dog owners have expressed concern of access refusals which take the form of drivers not stopping the car when they see the dog.

Drivers who refuse to carry an assistance dog are committing a criminal offence under the Equality Act 2010. A Guide Dogs survey found that many taxi drivers are unaware of their legal obligations and the impact refusals have on assistance dog owners. The best way to address this is through disability equality (as opposed to disability awareness) training for all taxi and PHV drivers.

The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022³ amends the Equality Act 2010 to place duties on taxi drivers and PHV drivers and operators, so any disabled person has specific rights and protections to be transported and receive assistance when using a taxi or PHV without being charged extra. As part of the amendments, taxi and PHV drivers could face fines of up to £1,000 if they fail to provide reasonable mobility assistance to disabled passengers taking a pre-booked vehicle.

Therefore, to help reduce the number of access refusals, it is important that drivers know their legal obligations and how to best offer assistance to their customers with vision impairments, including those travelling with a guide dog.

We recommend that disability equality training, as well as highlighting a driver's legal obligations and disabled people's rights, should focus on the concept of people being disabled by society's barriers and attitudes. It should highlight the role an organisation and individuals play in the removal of those barriers, while also including awareness elements such as customer care, etiquette, and appropriate communication.

Many of the positive experiences disabled people report when using taxis and PHVs come about following disability equality training. Councils that have introduced disability equality training report very positive results with fewer refusals and drivers feeling more confident in assisting passengers with disabilities.

Enforcement

While our most recent survey shows that a substantial percentage of assistance dog owners have been refused access over a one-year period, many of these incidents are not reported. Indeed, research in 2019 found that only 8% of owners who had been refused access had taken legal action which resulted in prosecution. In part, the underreporting is due to challenges of reporting, especially for people with sight loss. However, it is also due to disappointment at the lack of action taken following an access refusal and the low fines issued.

Considering the significant impact an access refusal can have on assistance dog owners and their communities, it is important that assistance dog owners know that all cases of access refusals are viewed very seriously and are investigated.

It is a criminal offence for any operator or driver to refuse to carry assistance dogs. On conviction for such an offence, drivers can be fined up to £1,000. As failure to carry an assistance dog is a criminal offence, we recommend a zero-tolerance approach to enforcement of the Equality Act 2010. We therefore

recommend that it is clearly stated that failure to carry an assistance dog without the requisite medical exemption certificate will result in immediate suspension or revocation of a driver's license.

We recommend a zero-tolerance approach to enforcement of the Equality Act 2010 in seeking prosecutions and therefore recommend that BCP Council states it will use its best endeavours to investigate all reported violations of the Equality Act 2010 in a timely manner, with a view to pursuing a conviction.

We also recommend that BCP Council works together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases.

Guide Dogs has a history of working in partnership with local authorities, be it in service provision or in consultation, and I look forward to this continuing with BCP Council.

Kindest regards

Guide Dogs

9 Appendix 1 - Respondent profile – General Public Survey

The equalities profile is shown below.

Equalities	Group	Number
Age	16 - 24 years	1
	25 - 34 years	6
	35 - 44 years	1
	45 - 54 years	6
	55 - 64 years	2
	65 - 74 years	3
	75 - 84 years	2
	Prefer not to say	1
Gender	Female	4
	Male	14
	Prefer not to say	3
Sexual orientation	Straight / Heterosexual	17
	All other sexual orientations	1
	Prefer not to say	3
Disability	Yes - limited a little/a lot	5
	No	15
	Prefer not to say	1
Disability Type	Reduced physical capacity	3
	Mobility	2
	Severe disfigurement	1
	Long Term progressive condition	1
	Other disability	1
Ethnic Group	White English / Welsh / Scottish / Northern Irish / British	16
	Other White	1
	BME	1
	Prefer not to say	3
Religion	No religion	8
	Christian	9
	Any other religion	2
	Prefer not to say	12
Respondent Type	BCP resident	20
	BCP Hackney Carriage/Private Hire car user	5

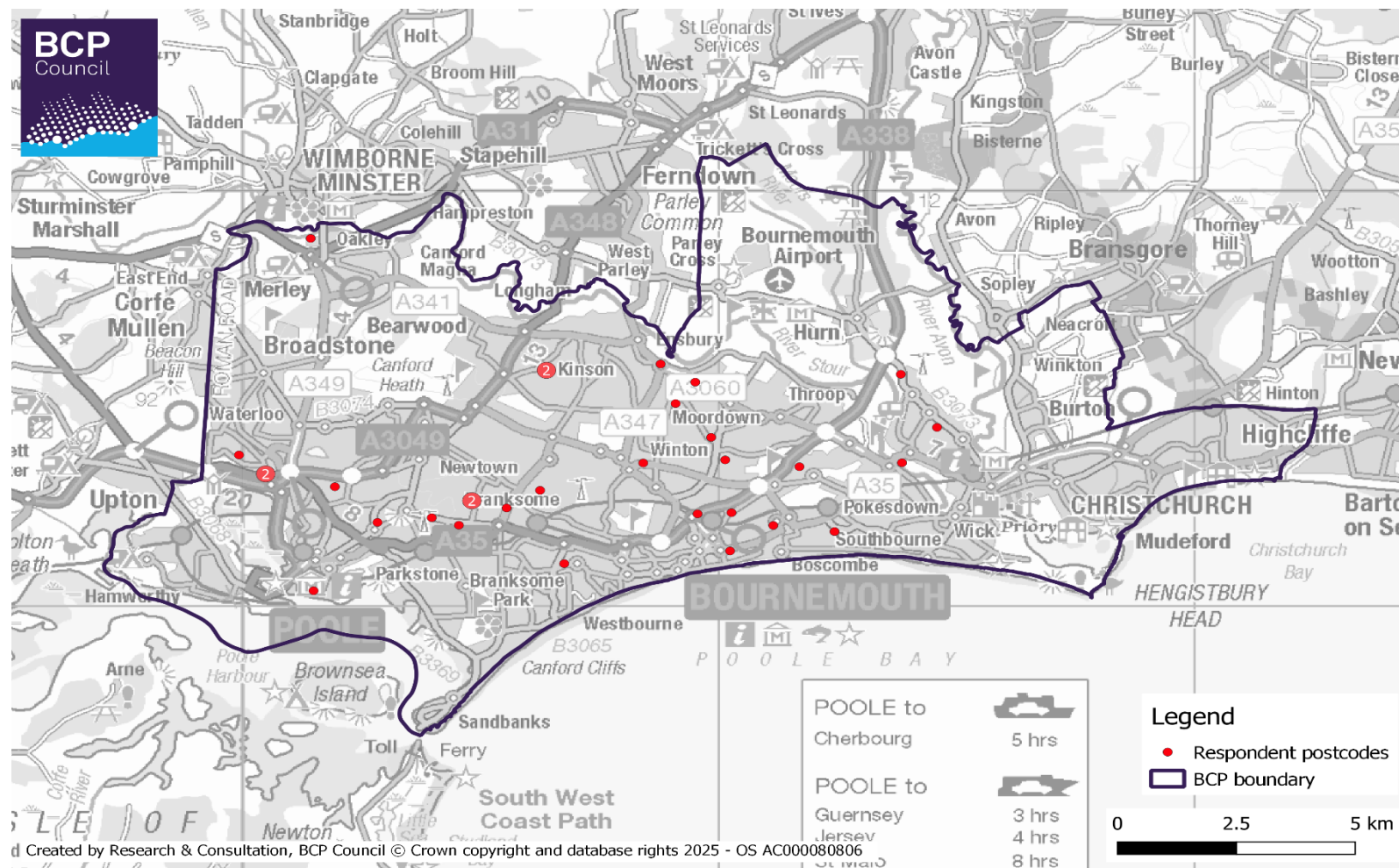
	Other	3
	BCP Hackney Carriage/Private Hire licence holder	1

10 Appendix 2 - Respondent profile – BCP License Holders Survey

The equalities profile is shown below.

Equalities	Group	Number
Age	35 - 44 years	7
	45 - 54 years	1
	55 - 64 years	1
	Prefer not to say	1
Gender	Male	9
	Prefer not to say	1
Sexual orientation	Straight / Heterosexual	9
	Prefer not to say	1
Disability	Yes - limited a little/a lot	1
	No	8
	Prefer not to say	1
Disability Type	Other disability	1
Ethnic Group	White English / Welsh / Scottish / Northern Irish / British	2
	Other White	2
	BME	4
	Prefer not to say	2
Religion	No religion	2
	Christian	4
	Any other religion	2
	Prefer not to say	2
Respondent Type	BCP Hackney Carriage/Private Hire driver	9
	BCP Hackney Carriage/Private Hire vehicle proprietor	5
	BCP Private Hire Operator	1

11 Appendix 3 - Respondent postcodes by area (Both surveys)



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Equality Impact Assessment: Report and EIA Action Plan

Purpose

What is being reviewed?	Taxi and Private Hire Driver, Vehicle and Operator Policies
Service Lead and Service Unit:	Housing and Public Protection
People involved in EIA process:	Nananka Randle. Trudi Barlow, Sophie Sajic
Date/s EIA started and reviewed:	January 2024, May/June 2025

Background

Taxi Licensing Regime overview

The existing Hackney Carriage (Taxi) and Private Hire Driver, Vehicle and Private Hire Operator policies were introduced in 2021 following the formation of BCP Council. They merged the three legacy licensing regimes into one clear accountable set out standards and requirements for anyone wishing to apply for or maintain existing licences issued under the taxi/private hire regime.

These policies are now being reviewed and updated.

Following the publication of the Department for Transport updated documents Taxi and private hire vehicle (PHV) licensing best practice guidance for licensing authorities in England in November 2023 and Statutory taxi and private hire vehicle standards.

[Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK](#)
[Statutory taxi and private hire vehicle standards - GOV.UK](#)

Licensing authorities have to ensure that their licensing policy and requirements are proportionate, so that passengers can choose from a wide range of safe services. the **primary function of the licensing regime is public safety**; however, an unduly stringent regime on other issues may restrict the supply of taxi and private hire vehicle services by putting up the cost of operation or otherwise restricting entry to the trade.

BCP Council recognises that too restrictive an approach can be counter-productive, restricting the licensed trade to such an extent that the public resort to the use of unlicensed, unvetted and uninsured drivers and vehicles.

There are also economic benefits in enabling visitors to move quickly and safely through the conurbation. Taxis and PHVs have a particularly important role in the night-time economy, ensuring the public return home safely, and can be helpful in ensuring that people disperse quickly and peacefully after events.

Differences between Taxi (taxis) and PHVs

One of the key differences between the vehicles is that a PHV, unlike a taxi, cannot ply for hire, which means that all journeys must be pre-booked in advance through a licensed operator.

It is an offence for PHVs to pick up passengers from any location unless pre-booked.

	Taxi	Private Hire
Ply for hire	✓	x
Pre booked	✓	✓
Operating from a rank	✓	x
Fare meter required	✓	x
Fare tariff set by council	✓	x
Number of vehicles may be restricted by councils	✓	x
Taxis require two types of licence:		Hackney carriage proprietors (vehicle) licence Hackney carriage drivers licence
The provision of a private hire service requires three types of licence:		Private hire operators licence Private vehicle licence Private hire drivers licence

Licensing Regime overview

The BCP licensing team administer the taxi and private hire licensing regime for :-

- Drivers –1277 – licenced every three years
- Vehicles –924 – annual licence
- Operators –93 – licenced every five years

Proposed changes

In drafting the revised policies workshops took place which included members of the licensing committee, representatives of the taxi trade, licensing officers and legal representatives. Each policy was considered in relation to the following documents

[Statutory taxi and private hire vehicle standards - GOV.UK](#)

[Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK](#)

Once agreed the revised policies were presented to Licensing Committee for agreement to proceed to consultation.

Driver Policy

Having regard to the Department for Transport Statutory guidance: Statutory taxi and private hire vehicle standards updated in November 2022 it is suggested that the current convictions policy as set out in Appendix C of the current Policy is deleted and replaced with the statutory guidance annexe - assessment of previous convictions.

This will support consistency and transparency in committee decisions on the fitness of licence holders and will keep abreast of changes as they occur without having to amend the policy.

Taxis and private hire vehicles (PHV), drivers and Private Hire Operators are all vital to our communities. As the licensing authority, we are responsible for ensuring the public travel safely and receive a good level of service, and that our systems attract safe and suitable drivers.

Our critical responsibilities in licensing both drivers and vehicles have been highlighted by dreadful examples of licensed vehicle drivers and/or operators being involved in the sexual exploitation of children. [Alexis Jay report - Independent Inquiry into Child Sexual Exploitation in Rotherham 1997 2013.pdf](#)

Taxis are regularly used to transport children during the school run. Elderly and disabled users also rely heavily on the door-to-door services that taxis and PHVs provide, as it is often the only way for many residents to access local services. Clearly, drivers must therefore command the highest level of confidence before they can be entrusted with this responsibility. It is essential that we take seriously our responsibility to determine whether someone is a 'fit and proper' person to hold a licence.

The current policy Chapter 8 sets out stringent driver suitability or fitness criteria for all new and existing drivers to adhere to, which includes enhanced Disclosure and Barring Service (DBS) checks and a requirement to sign up to the DBS update service. This allows us to check the DBS status of all drivers at any time and immediately be made aware if there has been a change that needs to be addressed by officers.

All new and existing drivers have to undertake safeguarding training which covers not only Child Sexual Exploitation but also Criminal exploitation, county lines, cuckooing, how to identify and report general concerns about vulnerable passengers. This training is refreshed every three years prior to licences being reissued.

The revised policy is retaining these driver suitability checks.

The current policy Appendix C sets out criminal conviction guidelines for consideration of the suitability of new and existing drivers. The revised policy has removed this appendix and instead officers will refer to the assessment of previous convictions guidance contained within the [Statutory taxi and private hire vehicle standards - GOV.UK](#) this brings us in line with national standards and supports harmonisation with other local authority decisions based on the statutory standard.

Vehicle Policy

Section 16 of the Transport Act 1985 gives local authorities the power to limit taxi licenses, but they must be satisfied that there's no significant unmet demand in their area.

Previous to the current policy there were limits or quantity restriction on the number of taxi licences issued in the Bournemouth and Poole Zones. These restrictions prevented anyone from applying for a new taxi licence within the zones.

The Policy in 2021 released 15 new licences per year in each zone for wheelchair accessible vehicles only – at that time there was a significant waiting list for new licences in both Bournemouth and Poole.

Since 2021 of the 120 new licences made available, 21 new taxis have been licenced. There is currently no waiting list. All those who had expressed interest in a new licence have been offered the opportunity but there has been a very low take up of this.

The revised policy proposes to remove this quantity restriction on taxis from all zones meaning that anyone who wishes to apply for a new taxi vehicle licence that meets the policy criteria will be able to apply and receive a licence. The vehicle policy criteria require all new licenced taxi vehicles to be wheelchair accessible.

There is no provision within legislation to limit the type of vehicle licenced for private hire journeys in this way. As such it is the only mechanism the council has to encourage the licensing of vehicles able to transport people in wheelchairs.

The [Taxi and Private Hire Vehicles \(Disabled Persons\) Act 2022](#) places specific duties on drivers of designated wheelchair-accessible taxis to carry passengers while in wheelchairs, not to charge extra for doing so, and to ensure the passenger's safety and comfort

The proposed policy retains guidance on these duties and requires proprietors of wheelchair accessible vehicles to provide evidence of suitable driver training at each renewal. (drivers can change regularly so this is asked for as part of the vehicle renewal process)

Appendix D sets out the requirements and use of CCTV and dashcams has been significantly updated to reflect current guidance by the Information Commissioners office. This applies to all and has no equality implications.

Private Hire Operator Policy

There are new requirements contained within Appendix A in relation to safeguarding and reporting of complaints to improve the ability of the Licensing Authority to address concerns about driver behaviours and raising awareness and reporting of safeguarding concerns.

This includes new requirements for safeguarding training and DBS checks of employees of the private hire operator who book and dispatch vehicles. This will raise awareness and reporting of safeguarding concerns which include human trafficking, county lines and child sexual exploitation

Although private hire vehicle operators may not have direct contact with passengers, they are still entrusted to ensure that the vehicles and drivers used to carry passengers are appropriately licensed and so maintain the safety benefits of the driver licensing regime.

Enhanced complaint reporting requirements have been added with the operator required to notify the local authority of serious incidents or complaints including but not limited to:-

- sexual misconduct, sexual harassment, or inappropriate sexual attention
- breaching terms and conditions laid down by the Operator regarding fares and charges including the cancellation of a journey without good reason
- unnecessarily obtaining passengers personal information which includes but not limited to social media contact details and telephone numbers
- racist behaviour
- violence
- dishonesty, including but not limited to theft, touting, incorrect routing to inflate a fare
- breaches of equality (specifically wheelchair and service animal denial)
- road traffic offences including condition of any vehicle and including instances of poor driving standards
- any other act that may bring into question the fitness and propriety of the driver or Operator
- the Operator shall notify the Council in writing (email), within 7 days of any complaints that are of a serious nature, in line with their policy
- any driver that has been removed from the working through the Operator on a permanent basis

This provision will support timely investigations and enforcement action to be taken where breaches have occurred particularly in relation to vulnerable children and adults as well as those people with disabilities who need to travel with passenger assistance animals.

Consultation

The consultation ran between 3 March and 28 April 2025 and was online via the BCP Engagement HG platform and paper surveys were available on request.

A table of changes and the draft policies were provided for ease of reference.

A link to the consultation webpages were emailed to all 2294 licence holders and key stakeholders at the start of the consultation and a further reminders was sent.

Key stakeholders included local BIDS, parish and town councils, trader associations, Police and Crime Commissioner, DOTs disability and Soroptimists (women's group Bournemouth).

The consultation generated 33 responses of which 11 were from current licence holders.

The profile of respondents is as follows:-

General Public Survey

The equalities profile is shown below.

Equalities	Group	Number
Age	16 - 24 years	1
	25 - 34 years	6
	35 - 44 years	1
	45 - 54 years	6
	55 - 64 years	2
	65 - 74 years	3
	75 - 84 years	2
	Prefer not to say	1
Gender	Female	4
	Male	14
Sexual orientation	Prefer not to say	3
	Straight / Heterosexual	17
	All other sexual orientations	1
Disability	Prefer not to say	3
	Yes - limited a little/a lot	5
	No	15
Disability Type	Prefer not to say	1
	Reduced physical capacity	3
	Mobility	2
	Severe disfigurement	1
	Long Term progressive condition	1
Ethnic Group	Other disability	1
	White English / Welsh / Scottish / Northern Irish / British	16
	Other White	1
	BME	1
Religion	Prefer not to say	3
	No religion	8
	Christian	9
	Any other religion	2
Respondent Type	Prefer not to say	12
	BCP resident	20
	BCP Hackney Carriage/Private Hire car user	5
	Other	3
	BCP Hackney Carriage/Private Hire licence holder	1

BCP License Holders Survey

The equalities profile is shown below.

Equalities	Group	Number
Age	35 - 44 years	7
	45 - 54 years	1
	55 - 64 years	1
	Prefer not to say	1
Gender	Male	9
	Prefer not to say	1
Sexual orientation	Straight / Heterosexual	9
	Prefer not to say	1
Disability	Yes - limited a little/a lot	1
	No	8
	Prefer not to say	1
Disability Type	Other disability	1
Ethnic Group	White English / Welsh / Scottish / Northern Irish / British	2
	Other White	2
	BME	4
	Prefer not to say	2
Religion	No religion	2
	Christian	4
	Any other religion	2
	Prefer not to say	2
Respondent Type	BCP Hackney Carriage/Private Hire driver	9
	BCP Hackney Carriage/Private Hire vehicle proprietor	5
	BCP Private Hire Operator	1

Key results from the surveys and Equalities issues raised and considered

General Public Survey

- Most respondents identified as BCP residents.
- Majority found out about the consultation through BCP Council emails.
- Most had taken prebooked journeys via BCP Council operators within the last 12 months.
- Respondents generally agreed with proposed changes to Taxi and Private Hire policies, including those for drivers, vehicles, and operators.
- Concerns raised included:
 - The number of taxis operating within the BCP area but licensed by other councils.
 - Too many Taxi and Private Hire licences being issued locally.

BCP Licence Holders Survey

- Most respondents were Taxi/Private Hire drivers.
- Majority had worked on prebooked journeys via BCP Council operators within the last 12 months.
- Respondents expressed concerns about:
- The impact of taxis licensed by other councils operating in the BCP area.
- The need for clearer policies around enforcement and licensing standards.

Email Responses

- Four email responses raised specific concerns, including:
 - Regulating out-of-area drivers and operators who do not comply with local standards.
 - Issues with Uber drivers operating without BCP Council-approved licences.
 - Suggestions for enhancing equality training and tackling violations of the Equality Act.

Key Themes from Feedback – responses to these in bold

Suggestions

- Amendments to vehicle requirements, including adding step-ups for high-step vehicles and ensuring all vehicles are disability-friendly. **We have included that all new taxis are wheelchair accessible, the legislation does not allow us to make the same provision for private hire vehicles.**
- Recommendations for clearer enforcement procedures and additional training for drivers.

Criticisms

- Concerns about the rising number of taxis in the area and the lack of regulation for out-of-area operators. **Whilst it is recognised this is frustrating for the local trade this is outside the scope of the policy and not within the remit of the local authority to address. The reverse issue is also true, we are aware of BCP vehicles and drivers working on remote operator systems such as Uber n Southampton and Portsmouth.**
- Dissatisfaction with the exclusion of ride-sharing apps like Uber from the BCP area. **This is an incorrect assumption, BCP Council has never excluded any app-based PHO such as Uber. Should an application be submitted, it will be processed and assessed in line with all other such applications.**

Concerns about Specific Groups

- Issues with taxi services for assistance dog owners. **These are addressed with the policies under complaint reporting and the phased approach to enforcement. Also supported by driver training requirements**
- Suggestions for promoting equality and improving service delivery for vulnerable passengers. **Ongoing safeguarding requirements are embedded within the policies for safeguarding training does address most of the concerns raised.**

The consultation revealed support for the proposed changes to Taxi and Private Hire policies, alongside valuable feedback regarding enforcement and equality.

Consideration of the Public Sector Equality Duty

The Public Sector Equality Duty (PSED) requires public bodies, including those involved in taxi and private hire licensing, to consider the impact of their decisions on people with protected characteristics. This means taking steps to eliminate discrimination, advance equality, and foster good relations between people who share and don't share a protected characteristic. Specifically, in the context of taxi policies, the PSED ensures that disabled individuals can access transport services without discrimination and can make use of vehicles and services without additional charges or undue hardship.

Public bodies must ensure that their policies and practices don't discriminate against individuals with protected characteristics, including those with disabilities, when it comes to taxi services.

Public bodies should actively promote equal opportunities and reduce inequalities related to accessing taxi services, particularly for disabled individuals.

Public bodies are expected to make reasonable adjustments to their taxi policies to accommodate the needs of disabled individuals and ensure their access to transportation.

Due regard

To 'have due regard' means that in making decisions and in its other day-to-day activities the council must consciously consider the need to do the things set out in the general equality duty: eliminate discrimination, advance equality of opportunity and foster good relations.

How much regard is 'due' will depend on the circumstances and in particular on the relevance of the aims in the general equality duty to the decision or function in question. The greater the relevance and potential impact, the higher the regard required by the duty. The three aims of the duty may be more relevant to some functions than others; or they may be more relevant to some protected characteristics than others.

Collecting and using equality information

The Equalities and Human Rights Commission (EHRC) states that 'Having due regard to the aims of the general equality duty requires public authorities to have an adequate evidence base for their decision making'.

We need to make sure that we understand the potential impact of decisions on people with different protected characteristics. This will help us to reduce or remove unhelpful impacts. We need to consider this information before and as decisions are being made.

Case law principles

A number of principles have been established by the courts in relation to the equality duty and due regard:

- Decision-makers in public authorities must be aware of their duty to have 'due regard' to the equality duty
- Due regard is fulfilled before and at the time a particular policy is under consideration as well as at the time a decision is taken. Due regard involves a conscious approach and state of mind.
- A public authority cannot satisfy the duty by justifying a decision after it has been taken.
- The duty must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- The duty is a non-delegable one. The duty will always remain the responsibility of the public authority.
- The duty is a continuing one.
- It is good practice for those exercising public functions to keep an accurate record showing that they have actually considered the general duty and pondered relevant questions. Proper record keeping encourages transparency and will discipline those carrying out the relevant function to undertake the duty conscientiously.
- The general equality duty is not a duty to achieve a result; it is a duty to have due regard to the need to achieve the aims of the duty.
- A public authority will need to consider whether it has sufficient information to assess the effects of the policy, or the way a function is being carried out, on the aims set out in the general equality duty.
- A public authority cannot avoid complying with the duty by claiming that it does not have enough resources to do so.

Findings

- ***Different Ages***

Positive impacts on safeguarding of both young and older passengers.

The policy retains the requirement for all drivers to undertake enhanced DBS checks including checks for working with young people. Our licence holders fulfil a vital role in transporting children to and from school.

Licence holders are also responsible for transporting vulnerable elderly people to and from hospital appointments. All drivers undertake safeguarding training which includes.

- Understand the need to protect vulnerable adults, young people, and children
- Identify sources of advice and pathways for reporting concerns
- Identify possible victims of abuse or exploitation by understanding indicators of risk
- Understand their roles and responsibilities in relation to personal safety and security

- ***Current/Previous members of the Armed Forces***

No positive or negative impacts

- ***Those with caring responsibilities***

Positive all drivers undertake safeguarding training and often fulfil school contract work for children with special educational needs supporting carers in the knowledge the drivers are fit and proper to transport their children.

- ***Those with physical disabilities***

Positive impact the policy aims to support anyone being able to access a licenced vehicle as needed. The policy continues with the existing requirement for any new taxi to be wheelchair accessible and removing the current restriction on the number of taxi licences issued in Poole and Bournemouth zones, there is no such requirement in Christchurch. The take up of these licences is further supported by removing any age restriction and having a higher mileage limit for new wheelchair accessible vehicles.

[Apply for a new or replacement vehicle licence | BCP](#)

Drivers of wheelchair accessible vehicles are required to be trained in safe loading and unloading techniques which is specific for the vehicle and if they change vehicles, they must undergo further training.

The council publishes a register which lists the licenced wheelchair accessible vehicles with contact details to support bookings [Taxi and private hire registers | BCP](#)

It is a legislative requirement that drivers cannot refuse a fare with an assistance dog and any reported breaches of this legislation are investigated and the appropriate enforcement measures are taken in line with the phased approach of enforcement as set out within the policy.

- ***Those with mental disabilities***

Positive impacts with safeguarding training of drivers to recognise vulnerabilities and how to report concerns

- **Different genders**

The policy has a positive impact in raising awareness of safeguarding concerns around women and girls as part of ongoing training of all drivers every three years. In addition, those dispatching vehicles and drivers to fulfil journeys are obliged by way of revised licence conditions to report issues around safeguarding complaints to the licensing authority who have set out robust enforcement measures.

Taxi drivers are predominantly male (93.6% in 2024 nationally according to the Department of Transport [Taxi and private hire vehicle statistics, England, 2024 \(revised\) - GOV.UK](#) the policy clearly sets out the requirements for all licence holders and allows anyone to apply as long as they meet the criteria. While applications are open to all genders, the nature of the work—such as unsociable hours and safety considerations—may influence the demographic profile of applicants, resulting in a predominance of male drivers. These factors are external to the policy itself.

Feedback, from complaints received by the licensing team and conversations with trade representatives during forum meetings have identified that issues can arise (similar to unconscious bias) relating the cultural views of women by some drivers that can adversely impact on potential passengers. This is addressed by way of proposed changes to driver conditions and robust application of the fit and proper person criteria within the policy which allows licences to be suspended or revoked if behaviours fall short of that expected of licence holders.

- **Those who identify as trans**

No positive or negative impacts

- **Those who are pregnant/on maternity**

No positive or negative impacts

- **Those who are married/in a civil partnership**

No positive or negative impacts

- **People from different ethnic groups**

In 2024 nationally, the two main ethnic groups of drivers were Asian or Asian British, and White. These comprised 50% and 35% of drivers respectively. This compares to 29% and 63% respectively in 2010. [Taxi and private hire vehicle statistics, England, 2024 \(revised\) - GOV.UK](#)

All applicants are dealt with on an individual basis and anyone struggling with applications or understanding requirements is provided with support and guidance if their preferred language on request. However, in recognition of the role of the taxi driver all applicants must hold a NVQ in Introduction to the role of professional private hire and taxi driver which does have a level entry assessment of understanding of English language both verbal and written.

All applications are undertaken online however we do offer an in-house support service for anyone wishing to meet face to face and receive help completing forms and submitting applications – there is a small fee for this to cover additional costs to the service.

- **People with different religions or beliefs**

No positive or negative impacts

- **People with different sexual orientations**

No positive or negative impacts

- **People in different socio-economic groups**

Positive impacts – it is recognised that those in lower socio-economic groups have lower car ownership and rely on alternative transport including taxis our policies ensure that we have vehicles drivers and operators which are safe and reliable meeting high standards for all.

[Future of mobility: inequalities in mobility and access in the UK Transport System](#)

- ***People's human rights***
No positive or negative impacts

Conclusion

Summary of Equality Implications

The revised policies will meet the statutory taxi and private hire vehicle standard published by the DfT which states that licensing authorities must use their licensing powers to protect children and vulnerable adults.

Taxis and private hire vehicles are a high-risk environment. In terms of risks to passengers, this can be seen in abuse and exploitation of children and vulnerable adults and the number of sexual crimes reported which involve taxi and private hire vehicle drivers. Changes to the policy and conditions therefore reflect the importance of safeguarding and promoting the welfare of children and adults and ensure that all passengers are protected.

The importance of providing adequate access to accessible vehicles is recognised and supported by the policies with staff training requirements embedded to reflect the importance of safe transport and assistance into and out of the vehicles as well as support for booking via the public register.

Equality Impact Assessment: Report and EIA Action Plan

[This action plan provides a summary of any negative impacts and relevant mitigating actions]

Equality Impact Assessment Action Plan

Please complete this Action Plan for any negative or unknown impacts identified above. Use the table from the Capturing Evidence form to assist.

Issue identified	Action required to reduce impact	Timescale	Responsible officer
<i>e.g. the effect on disabled people is unknown</i>	<i>Undertake research and consultation</i>		

Form Version 1.2

Prepared by:

Date:

Forward Plan – Licensing Committee, 22 October 2025 - *Publication date: 14 October 2025*

Forthcoming meetings 2025/26: 22 October (additional)/ 11 December / 12 March

	Subject	Purpose of report	Consultation	Report author(s)	Meeting date
1	Review of Hackney Carriage and Private Hire Driver, Vehicle and Operator Policies	To consider the responses to the public consultation on the draft Policies	Full public and trade consultation	Nananka Randle Licensing and Trading Standards Manager	22 October 2025 Additional meeting
2	Pleasure Boats and Boatpersons Licensing Policy	To reconsider the draft policy following informal consultation with stakeholders. It has been over 12 months since the policy was considered. Amend policy as required and recommend to Council for adoption.	Harbour Master Public consultation	Sarah Rogers, Principal Licensing Officer Ellie King, Licensing Officer	11 December 2025
3	Review of Licensing Fees	To consider a review of the Council's licensing fees.	Public Consultation	Nananka Randle, Licensing and Trading Standards Manager	11 December 2025
4	Review of Statement of Licensing Principles - Gambling Act 2005	To commence a full review of the existing BCP Statement of Licensing Principles – Gambling Act 2005. The Council is required to publish a Statement of Licensing Principles under section 349 of the Gambling Act 2005 every three years. The	Full public consultation	Nananka Randle, Licensing and Trading Standards Manager	2026 (date to be determined)

	Subject	Purpose of report	Consultation	Report author(s)	Meeting date
		purpose of the Statement is to define how the Licensing Authority will exercise its responsibilities under the Act.			

Committee Briefings and Training Sessions 2025

	Training / Briefing to be delivered	When / Where	Attendees	Suggested Delivery
1	Sub-Committee hearings - refresher	HMS Phoebe Committee Room, √13 March 2025	Members and officers	Feedback/Q&A after Committee meeting
2	Sex Establishment applications/renewals training and briefing	HMS Phoebe Committee Room, √13 March 2025	Members and officers	In person after Committee meeting

3	Chair Training for current and prospective chairs of sub-committees	HMS Phoebe Committee Room, 11 December 2025	Members and officers	In person after Committee meeting
4	Cumulative Impact Zone - briefing	HMS Phoebe Committee Room, 12 March 2026	Members and officers	In person after Committee meeting

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