

NOTICE OF MEETING

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| Meeting: | GENERAL PURPOSES AND LICENSING COMMITTEE |
| Date and Time: | FRIDAY, 10 JANUARY 2025 AT 9.30 AM |
| Place: | COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA |
| Enquiries to: | Email: democratic@nfdc.gov.uk Tel: 023 8028 5071 |

PUBLIC INFORMATION:

This agenda can be viewed online (<https://democracy.newforest.gov.uk>). It can also be made available on audio tape, in Braille and large print.

Members of the public are welcome to attend this meeting. The seating capacity of our Council Chamber public gallery is limited under fire regulations to 22.

Members of the public can watch this meeting live, or the subsequent recording, on the [Council's website](#). Live-streaming and recording of meetings is not a statutory requirement and whilst every endeavour will be made to broadcast our meetings, this cannot be guaranteed. Recordings remain available to view for a minimum of 12 months.

PUBLIC PARTICIPATION:

Members of the public may speak in accordance with the Council's [public participation scheme](#):

- (a) on items within the General Purposes and Licensing Committee's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to attend the meeting, or speak in accordance with the Council's public participation scheme, should contact the name and number shown above no later than 12.00 noon on Tuesday, 7 January 2025.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meetings held on 26 April and 1 November 2024 as correct records.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To receive any public participation in accordance with the Council's public participation scheme.

4. TAXI POLICY REVIEW (Pages 3 - 156)

5. LICENSING FEES AND CHARGES 2025-2026 (Pages 157 - 164)

6. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors

Neil Tungate (Chairman)
Richard Young (Vice-Chairman)
Steve Clarke
Jack Davies
Philip Dowd
Allan Glass
David Harrison

Councillors

David Hawkins
Nigel Linford
Colm McCarthy
Dave Penny
Alvin Reid
Janet Richards

General Purposes and Licensing Committee– 10 January 2025

Taxi Policy Review

| | |
|-------------------------------|--|
| Purpose | For decision |
| Classification | Public |
| Executive Summary | <p>The Licensing Authority has drafted a revised Taxi Licensing Policy to provide a robust, fit for purpose policy, in line with current statutory guidance.</p> <p>Following a public consultation on the draft policy, amendments are proposed for consideration by Members prior to adoption at Council.</p> |
| Recommendations | That the General Purposes and Licensing Committee review the responses received during the consultation and agree the subsequent amendments to the draft Taxi Policy, recommending approval by Council in February 2025. |
| Reasons for recommendation(s) | Licensing Authorities are required to publish a Policy for applicants, licence holders, the public and decision makers. |
| Ward(s) | All |
| Portfolio Holder(s) | Cllr Dan Poole |
| Strategic Director(s) | Richard Knott – Strategic Director of Housing & Communities |
| Officer Contact | <p>Christa Ferguson Licensing Manager 023 8028 5352 Christa.ferguson@nfdc.gov.uk</p> <p>Joanne McClay Service Manager – Environmental and Regulation 02380 285325 joanne.mcclay@nfdc.gov.uk</p> |

Introduction

1. A report launching a review of the existing Taxi Licensing Policy, was taken to the General Purposes and Licensing Committee on 5 January 2024. Members agreed approval to consult on the proposed changes in a draft Taxi Licensing Policy between 15 January 2024 and 15 April 2024.
2. The Council, as the Licensing Authority, consulted widely with all those who would be affected by the new policy. This included taxi and private hire licence holders, neighbouring authorities, unions representing drivers, Councillors, Town and Parish Councils and the public.
3. A significant number of responses were received during the consultation period, and these have been fully considered when proposing the amendments to the policy in this report.

Background

4. The proposed Taxi Licensing Policy provides a clear statement of how this Licensing Authority intends to carry out its statutory duty with regard to the licensing of drivers, vehicles and operators and providing transport to members of the public.
5. The proposed policy has been reviewed and updated following changes to legislation, best practice and statutory guidance. It is intended to promote public safety and protection of the vulnerable and provide an accessible taxi service, whilst taking steps to improve the environment and promoting the local economy.
6. The document sets out a framework of standards to which the Licensing Authority will have regard to when undertaking its regulatory duties.
7. The policy is an integral part of a Local Authority's decision-making process; informing and guiding officers and members to make decisions which are fair, clear and consistent.
8. In undertaking the review of the taxi licensing policy, officers gathered information across Hampshire and other neighbouring authorities to benchmark standards on ages of vehicle licensed, requirements for wheelchair accessible vehicles, assessments of vehicles and door signage. (Appendix 2 and 3)

9. This policy is dynamic and will be reviewed periodically to ensure that it reflects current best practice and recent case law, changes in technology, social climate, and vehicle specifications.

Summary of the fleet

10. NFDC, as the Licensing Authority currently license 620 drivers, 560 vehicles (hackney carriages and private hire vehicles) and 81 private hire operators.
11. The fuel types for vehicles on the licensed fleet are as follows;

| Diesel | Hybrid | Petrol | Electric |
|-----------|-----------|---------|----------|
| 358 (64%) | 167 (30%) | 26 (5%) | 9 (2%) |

12. The current age of the licensed fleet is as follows;

| Age | Hackney carriages | Private hire vehicles | Total | Percentage |
|------------------|-------------------|-----------------------|-------|------------|
| 5 years and over | 82 | 335 | 417 | 76 |
| Under 5 years | 25 | 118 | 143 | 26 |
| Total | 107 | 453 | 560 | 100 |

13. Drivers currently licensed are from the following locations:

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| 30% are New Forest residents |
| 43% are from Southampton and Eastleigh |
| Over 25% are from other areas including Bournemouth, Dorset, Portsmouth and further afield including Reading, Kent and Croydon |

Consultation

14. The consultation was designed to gain feedback from the taxi trade, relevant agencies and organisations and the public on the changes in the draft Taxi Licensing Policy.
15. The consultation period ran for 12 weeks from 15 January 2024 to 15 April 2024 and involved an online and paper consultation survey, plus an option to comment directly by emailing the Licensing Team.
16. In total 73 responses were received, specifically 63 online submissions and 10 responses via email, as well as a face-to-face meeting with trade representatives.

vehicles at the current time. The recommendation is in line with guidance on emission-based standards rather than age limits.

Age of vehicles on the existing (on licence renewal) fleet

22. Existing policy : No age restrictions on existing fleet.
Proposed policy : From 1 January 2026 only those vehicles less than 10 years old will be renewed.
No age restrictions on fully electric vehicles.

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| Number of responses in favour of the proposal | 2 |
| Number of responses not in favour of the proposal | 7 |

23. Recommendation:
All vehicles currently licensed are not subject to upper age limits or emission standards. However, any replacement vehicle for one already licensed, will become subject to the Euro 6 emission standard from 1st January 2026.
Amendments to the policy: 2.3 and 3.0 of Appendix F

24. Reason:
Concern was raised from the trade on the financial burden of replacing vehicles which had been regularly serviced, had replacement parts for key components and still passed annual MOTs. They stated that many vehicles would be purchased on financial agreements over 5-6 years and so ordinarily would not give them any pay back until years 12 to 15. The original proposal would impact them economically. Based on the nature of the district, it is essential that an accessible and viable taxi fleet is provided for our communities. Safety standards of vehicles will continue to be maintained through 6 monthly assessments of older vehicles.

Ages of wheelchair accessible vehicles (WAVs) in the current fleet

25. Existing policy : No age restrictions on new and existing WAVs.
Proposed policy : Same age restrictions as proposals for new and existing vehicles on the fleet.

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| Number of responses in favour of the proposal | 0 |
| Number of responses not in favour of the proposal | 7 |

26. Recommendation:
WAVs will not be subject to any emissions or age criteria.
Amendments to the policy: 2.3 and 3.0 of Appendix F

27. Reason:
 Following a review of the consultation it is likely the WAV proposal would have a negative impact on the provision of WAVs in the fleet, based on the current age of vehicles and the expense to replace WAVs due to specialist suppliers required to fit the vehicles (particularly minibuses). There was also the potential negative impact on school transport, increasing cost and reducing availability. The recommendation meets the best practice guidance, in supporting the wheelchair accessible provision within the Forest and may also incentivise drivers to purchase future WAVs based on their being no age restriction for new vehicles.

Mid Term Vehicle Assessments

28. Existing policy : Vehicles of 8 years and older to have 6 monthly assessments.
 Annual assessments for all other vehicles.
 Proposed policy : Vehicles 5 years and older to have 6 monthly assessments.

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| Number of responses in favour of the proposal | 1 |
| Number of responses not in favour of the proposal | 8 |

29. Recommendation:
 No change to existing policy. Vehicles that are 8 years and older from the date of first registration will require twice yearly testing. Annual assessments for all other vehicles.
 Policy: 2.4 and 2.1 and 3.2 of Appendix F.
30. Reason:
 MOTs will ensure vehicle roadworthiness and safety is maintained and therefore the additional assessment is not considered necessary. Annual tests whatever the vehicle age, are in line with current guidance and other compliance methods are available to address poor quality vehicles.

Door signage on private hire vehicles

31. Existing policy : no requirement for door signage on vehicles.
 Proposed policy : self-adhesive NFDC identification signage to be affixed to each of the rear passenger door panels of a private hire vehicle (unless an individual exemption is granted for a vehicle) stating that the vehicle must be pre-booked and also makes clear the vehicle is licensed by NFDC.

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| Number of responses in favour of the proposal | 4 |
| Number of responses not in favour of the proposal | 39 |
| <p>However, 7 comments refer to executive vehicles which would be exempt if they meet the Council's exemption criteria and carry out executive work only.</p> <p>In addition, a number of responses (6) mention operator signage, but the proposal is only for signage that identifies the vehicle as being for pre-booked journey only and is licensed by NFDC.</p> <p>A large number did not offer reasons for an objection to the proposal whilst some respondents felt that the existing external and internal plates were sufficient to identify a vehicle.</p> <p>Others commented on the aesthetic effect on their vehicles.</p> | |

32. Recommendation:

Door signage is affixed to each of the rear passenger door panels of a private hire vehicle. Executive vehicles are exempt from this requirement (example sign is shown at Appendix 5).
Amendment to the policy: 2.7 and 9.15.2 of Appendix F.

33. Reason:

Whilst there were many responses against the proposal (particularly from those operating via an app (uber etc.) or residing further afield and not operating in the district), it was considered that the safeguarding benefits outweigh the opposition to the change. During the consultation meeting a proposed sign example was shown to local non-app based operators who gave broad agreement. The signage assists in differentiating between private hire vehicles (must be pre-booked) and taxis (can be hailed). It improves identification for the public and any enforcement agencies, informs the public that a booking is required and ultimately improves safeguarding for the public. The signage further supports partnership working as the recommendation is in line with many neighbouring Licensing Authorities and does not limit a driver or vehicle from working for one or more operators, or outside of the district. It is also in line with best practice guidance which states that private hire vehicle signage requirements should be limited to the authority licence plate and a "pre-booked only" door sign.

CCTV provisions for licensed vehicles

34. There are no requirements in the draft policy for CCTV to be installed in licensed vehicles, and as such no consultation questions were posed. However, the Council is clear that the safeguarding of the public and drivers remains a priority so will keep the matter under review.
35. The installation of CCTV is required to be evidence led so further consideration will be given to the cost of the equipment for vehicle proprietors and implications on the control of data, in line with ICO requirements. Following the outcome of this future review, further consultation will be undertaken.

General Comments

36. It is recommended that general comments including those on tinted windows, driverless cars and safeguarding training providers are noted but no further amendments made to the policy.

Corporate Plan Priorities

37. The adoption of the Taxi Licensing Policy is a statutory requirement and relates to the following corporate priorities.

Theme

38. Empowering our residents to live healthy, connected and fulfilling lives.

Corporate Plan Objectives

39. Protect and improve the health and wellbeing of our communities.

Service Objectives

40. Adoption and implementation of the Taxi Licensing Policy.

Option Appraisal

41. It is recommended that the following options are considered:
42. **Option 1**
For the General Purposes & Licensing Committee to accept all of the proposed recommendations to the policy (version 2) at Appendix 1, following the consultation process and recommend the revised Taxi Licensing Policy for adoption by Full Council. All other content of the

draft policy to be agreed. This is the preferred option as it is a requirement for the authority to publish a Taxi Policy.

43. **Option 2**

For the General Purposes & Licensing Committee to accept some of the proposed recommendations to the policy following the consultation process and recommend the revised Taxi Licensing Policy for adoption. This option is not recommended.

44. **Option 3**

For General Purposes & Licensing Committee to reject the proposed recommendations and not adopt the proposed revised Taxi Licensing Policy, reverting back to the current policy. This option is not recommended.

Introduction of Policy requirements

45. All approved amendments will be introduced from the date of adoption of the policy. However, the requirement for door signage on private hire vehicles (non-exempt) will be implemented from 1 April 2025 for all new or renewed private hire vehicles. Information and the new policy will be provided on the Licensing web pages and private hire operators and proprietors notified of the key changes and where to refer to the new policy.

Financial and resource implications

46. Taxi licensing fees are required to be set to recover costs and fees are currently under review to reflect the impact of any approved amendments to the policy.

Legal implications

47. The policy has been updated to reflect Statutory Standards and best practice guidance. The policy states the way in which the Council will undertake its statutory duties with robust and consistent decision making, thus ensuring fairness and transparency for the trade and the public. Decisions on individual licensing matters determined under the policy are subject to appeal to the Magistrates' court applying the relevant law.

Crime and disorder implications

48. Taxi licensing is governed by legislation on criminal offences for illegal activities. The policy includes increased standards and further guidance on enhanced Disclosure and Barring Service checks, a

code of conduct, fit and proper person checks and the convictions policy.

Environmental/Climate and nature implications

49. The requirement for new vehicles on the fleet to be Euro 6 compliant will have a positive effect on environmental and climate actions. Furthermore, the policy may encourage more electric vehicles on the fleet as there are no age restrictions on these vehicles.

Equalities implications

50. The policy has been updated in line with Statutory Guidance which the DfT will have completed its own impact assessment on. Accessibility for all social groups has been considered when revising the policy.

Data protection/Information governance/ICT implications

51. There are none.

Conclusion

52. The primary and overriding objective of the licensing policy is to protect the public, as well as the provision of an affordable and accessible service and consideration of local requirements to support the trade and help protect the environment.
53. The unique nature of the New Forest has been considered when drafting and reviewing amendments to the revised policy. The taxi trade plays an essential role in the transport network across the district, particularly with vulnerable members of the community and based on the rural nature of parts of the district.
54. A large number of comments were received during the consultation process and where concerns were raised, the council has taken these into consideration, when recommending further changes to the draft policy.
55. The proposed changes to the draft policy, following the consultation process, have considered the potential financial burdens for the trade and should provide confidence to them and the public that an accessible and safe service continues to operate across the New Forest.

56. The age of vehicles and emissions standards will be kept under review and revisited through consultation at an appropriate time in the future.

Documents referred to:

Statutory Taxi and Private Hire Standards.
July 2020 - updated November 2022

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

Taxi and Private Hire Licensing Best Practice Guidance for Local Authorities in England- updated November 2023

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

Appendices:

Appendix 1- Draft Taxi Policy v02

Appendix 2- Benchmark document New vehicles in Hampshire

Appendix 3- Benchmark document existing licensed vehicles in Hampshire

Appendix 4 - Overview of consultation responses

Appendix 5- Proposed sample of door signage

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DRAFT Taxi Licensing Policy 2025

Private hire and hackney carriage vehicles, drivers and operators

Licensing Services

Document publish date TBC

Version number 1

| Version | Author | Date | Changes made |
|---------|-------------------|------------|--------------|
| 1 | Licensing Manager | 28/11/2024 | New Policy |

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Introduction

New Forest District Council ('the Licensing Authority') is responsible for the regulation of the hackney carriage and private hire trade, which is administered through a series of licensing processes.

In exercising its responsibilities, the Licensing Authority recognises both the needs of residents and the public to have access to safe, convenient and effective taxi services and the importance of this provision to the taxi trade and local economy.

There are significant distinctions in law on how Hackney Carriage and a Private Hire vehicle (with both types often referred to as taxis) are allowed to operate.

The purpose of this policy, and its related procedures, is to guide the Licensing Authority in the way it carries out its functions. The policy explains how regulation is achieved and decisions taken. Separate sections within the policy deal with regulation of drivers, vehicles and operators.

In developing this policy, New Forest District Council, as the Licensing Authority, has consulted the public at large and the trade, and has had regard to Statutory Guidance and Best Practice documents. The list is provided as **Appendix Q** in the Policy.

The Policy sets out application requirements and standards that must be met. In exercising its regulatory functions, the Licensing Authority will have regard to this policy document, however each application or enforcement action will be considered on its own merits. Where it has been necessary to depart from the policy, clear and compelling reasons will be provided.

The Licensing Authority will formally review the policy statement every five years and informally re-evaluate it from time to time.

Licensing Aims and Objectives

The Licensing Authority will adopt and carry out its hackney carriage and private hire licensing functions with a view to promoting 5 key licensing objectives.

In promoting these licensing objectives, the Licensing Authority will expect to see licence holders and applicants continuously demonstrating that they meet or exceed the requirements set out in the five licensing objectives below.

These objectives will be taken into account by the Licensing Authority when making decisions. It is recognised that the licensing function is only one means of securing the delivery of the above objectives and the Licensing Authority will also continue to work in partnership with the trade, neighbouring authorities, the police and other agencies, in addition to local businesses and residents. These objectives are;

1. The safety and health of drivers and the public

- Consideration of the history of convictions and cautions
- Driver training, qualification and performance
- Knowledge of the New Forest district and the specific nature of driving conditions
- Health and fitness to fulfil the role of a licensed driver
- Vehicle specifications
- Regular proactive compliance inspections

2. Vehicle safety, comfort and access.

- Standards of vehicle comfort and appearance
- Space standards for vehicles
- Provision of disabled facilities
- Number of vehicles available
- Provision for the elderly and young

3. The prevention of crime and disorder and the protection of consumers.

- Operating rules, conditions and disciplinary processes
- Vetting, qualifications, training and monitoring licensees
- Measures to prevent noise and light nuisance from taxi activities
- Commitment to work with the police and other licensing authorities

4. Encouraging environmental sustainability.

Working with Central Government, council services, neighbouring local authorities and stakeholders in the trade, to find methods of reducing vehicle emissions.

5. Promoting the corporate objectives of New Forest District Council.

Promoting the Council's vision, values, priorities and commitments as set out in the corporate plan.

Legislation

In undertaking its licensing function, the Licensing Authority will have regard for a number of statutory guidance documents and legislation, as provided in **Appendix Q**.

Policies

The Licensing Authority will have regard to other strategies, policies and guidance in its decision making.

The Licensing Authority will also have regard to wider considerations affecting visitors, employers and the residential population of the New Forest. This includes the availability of transport, public nuisance, pollution, crime etc. The Licensing Authority will follow the principles laid out in the Regulatory Compliance Code.

Delegated Authority

In accordance with the Licensing Authority's constitution, the General Purposes and Licensing Committee (GP&L) are responsible for all matters relating to hackney carriages and private hire vehicles.

However, delegated authority is given to the Strategic Director - Housing and Communities, Service Manager and Licensing Manager to make decisions, where there is a need to respond quickly based on safety or statutory needs. These decisions will be made following consultation with the chairman or vice chairman of the General Purposes and Licensing Committee.

1 Drivers

1.1 Application Process (Appendix A)

This section applies to drivers of private hire and hackney carriages. Drivers must satisfy the Licensing Authority that they are fit and proper people to be licensed drivers and must remain so throughout the course of the licence.

The Licensing Authority aims to ensure that private hire and hackney carriage services delivered within the Forest are of a good standard. The application procedure is designed to ensure these standards are maintained and continually monitored for improvement.

To assess whether the applicant is a fit and proper person, the Licensing Authority will consider:

- criminality (whether the applicant has any criminal convictions or cautions)
- driving licence – length of time held, and penalty points endorsed.
- the Right to Work in the UK
- medical fitness
- general conduct/standards of behaviour
- conduct of the applicant during the application process
- previous licensing history
- knowledge of the New Forest District, the Highway Code and taxi law
- ability to communicate and understand English language
- the age of the applicant (21 or over)
- awareness of safeguarding issues
- intelligence from other agencies such as the police and the National Anti-Fraud Network (NAFN).

1.2 Disclosure and Barring Service (DBS)

New driver applicants are required to present an enhanced DBS certificate and all drivers/applicants must register for the DBS update service. Every licensed driver will be subject to six monthly DBS checks in line with Department for Transport guidance. The result of each disclosure will be used to assist the Licensing Authority in deciding the fitness and propriety of the applicant/driver.

As the DBS check is of an enhanced standard, all new applicants **must** declare all convictions, cautions or fixed penalty notices they have ever received. Should an applicant fail to disclose this information on the application, this may result in rejection of the application on the grounds of fitness and propriety of the applicant. All licence holders **must** notify the Licensing Authority of any conviction, caution, fixed penalty notice, or motoring offence received during their licence period. Failure to comply with this requirement may result in suspension or revocation of the driver licence.

Until all renewal applicants are signed up to the update service, drivers must apply in a timely manner to obtain a DBS certificate, as in some cases the DBS may take several weeks to issue a certificate. The Licensing Authority cannot assist with the progress of a DBS enquiry and a licence will not be issued unless the DBS information has been received.

Subscription to the update service (and continued annual payment) will ensure that there is no delay in the Licensing Authority accessing DBS information.

Licences will not be issued (either full or temporary) without receipt of a DBS certificate or information from the update service.

1.3 Residency periods outside the UK

The UK Disclosure and Barring Service (DBS) can only provide background information on UK based criminality. If an applicant, has spent six continuous months or more living outside of the United Kingdom during the previous 5 years, they must provide evidence by way of a Certificate of Good Character/Conduct from the relevant country, or countries covering the period the applicant was overseas.

1.4 Right to work in the UK

All new applicants for a licence must provide documentary evidence to confirm that they may legally work in the UK. This is a requirement under The Immigration Act 2016. Please refer to **Appendix A** for full details.

A licence will not be issued for longer than the period that the applicant has permission to undertake paid employment in the UK.

On renewal, drivers may also be asked to present original identity documents to ensure they have a continued right to work in the UK.

1.5 Policy to determine the relevance of criminal convictions

The Licensing Authority has guidance in **Appendix B** which relates to the relevance of convictions, to determine if an applicant is a suitable person to hold a hackney or private hire driver's licence.

Licences for drivers of hackney carriages and private hire vehicles will only be granted where the Licensing Authority is satisfied that the applicant is a "fit and proper" person to hold such a licence.

The guidelines will also be taken into account when dealing with an application for renewal of an existing driver's licence when considering whether to renew, suspend or revoke a licence.

When submitting an application for a hackney carriage or private hire drivers licence, applicants must declare all previous convictions (traffic and criminal) that they may have, including convictions classed as spent under the Rehabilitation of Offenders Act 1974.

Spent convictions will only be taken into consideration if they are relevant to the application.

Applicants are also required to declare any formal police cautions and all endorsable fixed penalty notices. An applicant must also provide details of any pending or criminal matters in which they are currently the subject of an investigation or prosecution.

Any applicant who is refused a driver's licence on the grounds that they are not a fit and proper person has a right of appeal to the Magistrates Court.

1.6 National Anti-Fraud Network (NAFN) NR3S database

Details for all drivers that have been refused a licence or had a driver licence revoked or suspended will be held on the National Register of Revocations, Refusals and Suspensions (NR3S database). This information is shared, to protect the public and ensure that authorities have all the information required to make a decision on the fitness and propriety of a driver/applicant. It also prevents unsuitable drivers from obtaining licences with other authorities and withholding information.

Licensing authorities will retain the reasons for any refusal or revocation and provide those to other authorities as appropriate, under the terms and conditions of the database.

1.7 Knowledge test (stage 1)

The Licensing Authority issues dual licences which allow licence holders to drive private hire or hackney carriage vehicles. All new driver applicants must undertake and pass the Licensing Authority's driver knowledge test prior to being licensed.

The test involves a series of questions to ensure that the applicant has the required knowledge to undertake the role of a licensed driver.

Areas covered in the test are:

- the English language,
- the Highway Code,
- taxi and private hire law,
- geographic knowledge of the New Forest District.

Details of the knowledge test are set out in **Appendix C**.

1.8 Medical Fitness

Once the applicant has passed the knowledge test, they can progress to stage 2 of the application process, which includes the requirement to be medically fit to drive.

Licensed drivers are required to meet more stringent medical standards as they are professional drivers and are required to:

- transport members of the public safely,
- spend significant periods of time driving,
- assist disabled passengers and handle luggage.

The Licensing Authority requires applicants and drivers to meet the Group 2 Standard of Medical Fitness as applied by the DVSA to the licensing of lorry and bus drivers.

A driver's licence will not be granted until medical clearance has been established. This applies to new and renewal applicants.

Medical examinations must be carried out by the applicant's own general practitioner (GP). The medical examination will ensure that the applicant satisfies all the requirements to the DVLA Group 2 standard.

If applicants are unable to obtain a medical examination with their own GP, they should contact the Licensing Authority for further advice. All doctors who carry out a medical examination must have access to patient records.

All licence holders are required to inform the Licensing Authority of any illness or condition that affects their ability to drive, within seven days of the illness/incident.

In the case of a major medical event, the licence will be suspended.

Suspended drivers must undertake a Group 2 medical with their own GP before the licence can be reinstated. In addition, they must obtain a letter from his/her consultant to confirm fitness to drive.

Further details are contained in **Appendix D**, together with the policy for diabetic drivers/applicants.

1.9 Duration of a Licence

The Licensing Authority issues combined dual driver licences for up to three years, which permits the holder to drive a hackney carriage or a private hire vehicle. However, the Licensing Authority does have discretion to issue licences for a shorter duration, dependant on the individual circumstances.

1.10 Conditions

The Licensing Authority may attach conditions to the dual driver's licence as are considered necessary. These are set out in **Appendix G**. Failure to comply with conditions may result in disciplinary action.

1.11 Code of Conduct

As required by legislation, all drivers must wear their identifying driver badge on their person where it can be clearly seen by passengers at all times when driving a licensed vehicle. This does not apply to drivers of vehicles granted an exemption to display the licence plate (executive vehicles).

The purpose of the driver code of conduct is to seek a standard of service and appearance which promotes a professional and positive image of the New Forest District and to ensure that public and driver safety is not compromised.

The code also addresses acceptable behaviour with passengers and safeguarding for those passengers that are vulnerable.

The code of conduct and dress code is set out in **Appendix E**.

1.12 Driver duties for disabled passengers

The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 amends the applicable provisions in the Equality Act 2010.

Under this legislation drivers and operators of taxis and private hire vehicles have a duty to assist disabled passengers.

The amendments to the Equality Act 2010 intend to promote a positive impact on all disabled people, ensuring they are better informed about the accessibility of designated taxis and private hire vehicles in their area, and are confident of receiving the assistance they need to travel safely in vehicles that are recognised as wheelchair accessible in addition to those that are not designated as such.

There are certain duties required which are outlined below. Drivers may only be exempted from mobility assistance on medical grounds, but any exemption request is required to be accompanied by letter or report from a GP outlining and evidencing why the driver cannot carry out duties under the Act. Please refer to **Appendix D** for further details on exemptions.

Licensed drivers are under a legal duty to carry guide, hearing and other prescribed assistance dogs in their vehicle without additional charge, unless exempt. They must also allow the dog to remain with the passenger.

If a driver has been granted an exemption from these duties, only the exempted driver can display the notice when driving the vehicle. If a vehicle is used by multiple drivers, the driver who holds the exemption should remove the exemption notice from the windscreen when they are not driving the vehicle.

Requirements

Drivers should ask passengers if they need assistance and respond to any requests positively.

A driver may also be asked to provide assistance to the passenger to identify and locate their vehicle at no extra charge. This may include giving audio directions for a visually impaired passenger, pointing out the colour and style of the vehicle or providing visual directions for a hearing-impaired passenger. Information may also need to be repeated for some passengers.

Drivers must accept the carriage of any disabled person, provide them with reasonable mobility assistance and carry their mobility aids and/or wheelchair (in the boot of the vehicle) at no additional charge. The driver must assist with placing the wheelchair in the boot and open the door for the passenger.

Drivers should not carry any unessential items in the boot of the vehicle which could prevent a wheelchair or mobility aid from being stowed there.

Vehicles

The meter must not be engaged until the vehicle is ready to move and a meter should not be activated before, or left running, whilst the driver performs duties required by the Act.

Operators

Are required to accept a booking, for or on behalf of a disabled person, if they have a suitable vehicle available, with no additional charge for such a booking. When accepting the booking the operator should ask if there is any additional assistance required and if so, this information should be relayed to the driver.

No extra charges are permitted for the carriage of assistance dogs and the operator cannot refuse to take a booking where an assistance dog will accompany the owner.

1.13 Safeguarding

In order to protect the public and safeguard children and vulnerable adults whilst being transported within the district, there is a requirement that all new and renewal applicants undertake and pass an external safeguarding training course. By raising awareness with operators and drivers, provides knowledge on how to identify issues and therefore report any suspicion or concerns. Failure to report a safeguarding suspicion or concern may lead to action against a licence holder.

1.14 Renewal applications

The Licensing Authority will issue renewal documents approximately six weeks prior to expiry of the licence and drivers must provide all documentation as requested in the renewal pack.

Drivers **must** declare all convictions and cautions including motoring convictions, although they may be historical. Failure to declare relevant information may affect the progress of the application. However, for minor omissions, should the application be granted, a warning letter will be issued and held on the driver's file.

Any driver whose licence has expired will be treated as a new driver and must present all documents, in addition to undertaking a medical examination and passing the driver knowledge test and safeguarding assessment. An application must be received before the expiry date if the driver wishes to renew.

1.15 Revoked drivers or applicants that have been refused a licence

Where the Licensing Authority has refused to grant a driver licence to an applicant, or a driver has had a licence revoked or it has expired during a period of suspension; no new application will be considered for a minimum period of three years from the date of refusal, revocation or expiry.

Any application subsequently received, will be determined by Members of a Licensing Sub-Committee and all the applicant's history and background considered. Where the application is refused, medical and associated fees will not be refunded.

The NAFN NR3S register will be notified of any revocation, refusal or suspension.

1.16 Linked Private Hire Operators

If a licensed driver begins working for another operator, the driver must notify the Licensing Authority (in writing) within seven days of the change. It is essential that the Licensing Authority have all current details for the driver, should a complaint be received, or the driver be contacted for other reasons. If a driver works for more than one company, the Licensing Authority must be provided with the details for each operator.

1.17 Failure to declare all matters

Failure to declare all relevant information will cause the fitness of the applicant to be called into question. The declaration must be signed to confirm that the applicant has completed the form honestly. If reliable information is subsequently received to the contrary, this is likely to indicate that the applicant cannot be regarded as fit and proper and may lead to the application being refused.

Licence holders must also ensure that **all** convictions, cautions, pending actions/investigations and motoring convictions are declared including those that are historical.

1.18 Police investigation

Licensed drivers must report (in writing) any police investigations to the Licensing Authority within 48 hours of police contact and provide updates if required. This is to ensure that the driver remains fit and proper and suitable to continue to hold a NFDC driver licence whilst the investigation is on-going.

1.19 Notification of a change of address

Licensed drivers must report any change of their home address to the Licensing Authority, in writing, within seven days of the change.

2 Private Hire and Hackney Carriage Vehicles

The following provisions apply to both private hire and hackney carriage vehicles.

There are additional issues which relate only to private hire vehicles set out in 2.11 and for hackney carriages set out in 2.12.

2.1 Application process

The Licensing Authority will consider all applications for vehicle licences on their own merits.

The procedure for dealing with applications for private hire and hackney carriage vehicles is set out in **Appendix A**.

The applicant must satisfy the licensing authority on the following points:

- Completed vehicle application form,
- payment of the appropriate fee,
- original vehicle registration document (V5),
- successful valid vehicle inspection report from the authority's testing facility,
- valid policy of insurance,
- vehicle inspection report from the authority's inspection garage,
- valid MOT,
- basic DBS certificate (within last 3 months) if the proprietor is not a NFDC licensed driver.

2.2 Grant and renewal of licences

Private hire vehicle licences and hackney carriage vehicle licences will be issued for up to 12 months following production of all the necessary documents.

Vehicle licences will only be issued on the condition that the vehicle is not licensed by another licensing authority as either a hackney carriage or private hire vehicle.

If a vehicle has a licence with another authority, it must be surrendered before this Licensing Authority issues a vehicle licence. Proof of surrender from the previous authority will be required.

2.3 Vehicle age and exhaust emissions

The Licensing Authority aims to ensure that taxi and private hire vehicles are, and remain, of a good standard. It recognises that the high mileage and general wear and tear sustained by vehicles will have an impact on their continued serviceability over a period of time.

In the interests of public safety and comfort and in support of climate change action, the Licensing Authority (at the adoption of this policy) will introduce age restrictions for hackney carriages and private hire vehicles as part of the licensing process. These restrictions raise the standard of new vehicles to the fleet, ensuring that those licensed by the New Forest are of a consistent standard to neighbouring authorities.

The qualifying criterion are as follows:

All vehicles must meet Euro 6 emission standards, from the date of first registration, **at the time of initial licensing**.

Wheelchair Accessible Vehicles (WAVs) are not subject to any emission or age criteria.

All vehicles currently licensed by the Licensing Authority are not subject to upper age limits or emission standards. However, any replacement vehicle for one already licensed will become subject to the Euro 6 emission standard. This will be kept under annual review.

Euro 6 is the sixth and latest directive to help reduce the level of harmful pollutants produced by new vehicles.

The Euro 6 standard sets out the acceptable limits for these exhaust emissions and since September 2015, all new cars sold have had to comply with the Euro 6 standard.

Twice yearly testing will be required for vehicles that are eight (8) years and older.

2.4 Insurance

A valid certificate of insurance or cover note must be produced for the vehicle. It must provide the correct category of cover for the licensed use for the vehicle. A cover note will be accepted, and the licence issued, on the understanding that the proprietor will keep the vehicle insured throughout the licensed period.

2.5 Vehicle specification

The Licensing Authority publishes a series of specifications that a vehicle needs to comply with, prior to it being accepted as a licensed vehicle. The specification is set down in **Appendix F** and further information on the testing criteria is provided as **Appendix P**.

Where an officer does not consider a vehicle suitable to be licensed as a hackney carriage or private hire vehicle, the matter may be determined by a Licensing Sub-Committee.

2.6 Conditions

The Licensing Authority may attach such conditions as it considers reasonably necessary in relation to the grant of a hackney carriage or private hire vehicle licence.

The Licensing Authority has set standard conditions, and these are in **Appendix H** for private hire vehicles and **Appendix I** for hackney carriages. Where considered necessary (taking into account the licensing objectives) additional conditions may be imposed.

2.7 Identification of vehicles as private hire or hackney carriage

The Licensing Authority requires all hackney carriages and private hire vehicles to clearly indicate to the public that they are licensed vehicles. They must, therefore, be distinguishable from other vehicles and each other.

External licence plates

The external licence plate must be securely fixed to the outside of the rear of a licensed vehicle using the approved bracket. The printed plate must not be reproduced or altered in any way. Plates **MUST NOT** be attached to vehicles by use of magnets, sticky tape or velcro. As a licensed vehicle it remains licensed at all times, the plate **MUST** not be removed under any circumstances, unless by an officer of the Council, for mechanical reasons.

Failure to attach a licence plate in the approved manner may result in a suspension of the vehicle, to allow the proprietor time to correctly fix the issue.

Internal licence plates

The internal plate **MUST** be fixed to the inside of the front windscreen using the clear pouch provided. The internal plate must be placed in the bottom left corner of the windscreen where it can be easily read by passengers and those outside the vehicle.

Failure to attach a licence plate in the approved manner may result in a suspension of the vehicle, to allow the proprietor time to correctly fix the issue.

Taxi roof signs

All hackney carriage vehicles must have securely fitted roof mounted taxi signs. The sign must be linked to the meter and illuminate when the taxi is available for hire.

Private hire vehicles are not permitted to carry any roof-mounted signs of any kind or any references to the word "taxi", "for hire", or "hackney".

Private hire vehicles-door stickers

Unless an individual exemption has been granted for the vehicle (executive vehicles only working solely on contracts with specific conditions attached to the licence), self-adhesive identification signage must be affixed to each of the rear passenger door panels of the vehicle. Only signage approved and supplied by the Licensing Authority may be used, as they identify the Licensing Authority and the legal requirement for all journeys undertaken in the vehicle to be pre-booked.

These must be displayed at all times and NOT altered in any way or removed at any time whilst the vehicle is licensed. These signs must not be fixed using magnets, Velcro or adhesive tape.

Failure to display the Licensing Authority door stickers in the approved manner will result in suspension of the vehicle until the matter is rectified.

Signage is detailed in **Appendix F**.

2.8 Advertising on licensed vehicles

Self and third-party advertising is permitted on hackney carriage and private hire vehicles, subject to the approval of the Licensing Manager. A proof of the proposed advertising must be provided for approval.

There is no restriction on the positioning of advertisements, providing that safety is not compromised.

2.9 Accidents

The driver of a licensed vehicle must report any accident involving their licensed vehicle to the Licensing Authority as soon as possible and no later than 72 hours after any incident which causes any of the following:

- damage materially affecting the safety, performance or appearance of the vehicle,
- damage affecting the comfort or convenience of persons using the vehicle,
- damage rendering the vehicle in contravention of the licensed vehicle conditions.

The vehicle must pass a mechanical vehicle inspection at the Council's garage, following repair, to ensure it is fit to be used as a licensed vehicle.

2.10 High visibility clothing

A high visibility vest or jacket must be kept in the passenger compartment of the vehicle at all times to assist in the case of break down or emergency. Large sections of the New Forest district are unlit and night -time breakdowns pose a high risk in such areas. There are also high-speed roads and a motorway which pose a risk to any vehicle that is stopped on the verge, hard shoulder or inside lane. In addition, high visibility vests or jackets must be worn by all visitors to the Council's garage facilities.

Failure to wear a high visibility vest/jacket when attending the garage facility for a vehicle test will result in a failed test and a re-test must be booked which will incur a further fee.

2.11 Vehicle examination and testing requirements

All vehicles aged under 8 years old are subject to an annual inspection at the Council's testing facility. All vehicles aged 8 years old and over are subject to a 6 monthly inspection at the Council testing facility.

This inspection is not a Certificate of Compliance and vehicle proprietors must also obtain a separate MOT certificate where required. All vehicles must have current road tax.

Vehicles that are eight years and older from the date of first registration must undertake an additional test, six months after the licence grant date.

Should the vehicle fail the six-monthly test, the Council's vehicle examiner may issue a notice to suspend the licence until the fault(s) has been rectified and the vehicle re-tested successfully.

Details on the vehicle assessment are in **Appendix F and Appendix P**.

Interim inspections

If a vehicle fails to meet the required standards, the licence may be suspended or revoked. If a vehicle is suspended and the reason for failure is not rectified within two months, this will result in automatic revocation of licence.

2.12 Card payments

It is advisable for all licensed vehicles to carry a device that is capable of accepting a payment for a journey by a credit or debit card. This assists all customers who may not carry cash on their person.

2.13 Additional provisions for private hire vehicles only

The Licensing Authority has no power to limit or otherwise restrict the number of private hire vehicles.

Private hire vehicles may set their own fare structure.

Ranking

Drivers of Private Hire Vehicles shall not stop on or near an appointed hackney carriage rank at any time in circumstances which could give the impression that the vehicle is being used to ply for hire.

Wheelchair accessibility

In addition to all other licensing conditions, any applicants seeking the grant of a private hire vehicle to carry passengers who are seated in a wheelchair must present a vehicle which has:

- M1 classification and comply in all respects to EC Whole Vehicle Type Approval,
- proper fittings for the securing of the wheelchair and any passengers seated in them,
- access and egress via side doors,
- a purpose designed tail lift, manufactured and installed in accordance with European standard (CE) PRENT 1756.

Limousines

Please refer to **Appendix J**.

Executive hire exemptions

Please refer to **Appendix K**.

2.14 Additional provisions for hackney carriages only

Since 2006, the Licensing Authority will only issue new hackney carriage licences to those vehicles that are fully wheelchair accessible (WAVs).

These wheelchair accessible vehicles **must** be accessible for the carriage of passengers in their **wheelchairs at all times**. The vehicle must be able to transport a passenger in a wheelchair immediately, upon request, whilst the vehicle is plying for hire or waiting at a rank and must carry the appropriate equipment to safely convey the person.

If a WAV is not carrying suitable equipment to allow the carriage of a wheelchair passenger, use of the vehicle may be suspended until the correct equipment is reinstated.

Existing hackney carriage vehicles licensed with a licence number of 1 to 88 (inclusive) were granted an exemption for the requirement to be wheelchair compliant.

Hackney carriage licences numbered 1-88, with grandfather rights, **MUST** remain licensed at all times. If a licence expires, the plate must be returned, the licence will lapse and may no longer be allocated to a vehicle.

Meters

All hackney carriages must be fitted with an approved taximeter. Meters must be installed and calibrated by a competent person approved by the taximeter company. The meter must be calibrated to the Licensing Authority's current table of tariffs.

Meters must be positioned in order that the fare must be clearly displayed to the passenger throughout the journey.

The Licensing Authority does not consider GPS devices as suitable replacements for taxi meters for use in Hackney Carriages.

Fares

The Licensing Authority sets the maximum rates that may be charged by hackney carriage vehicles (table of tariffs). Private hire vehicles may set their own fare structure.

The table of tariffs must be displayed in the vehicle where it may be seen by customers. Where the meter is set to a tariff lower than the Licensing Authority's maximum, a clear notice should be displayed in the vehicle.

The table of fares (taxi tariff) will be reviewed following a request for a review if it is supported by at least 70% of hackney carriage proprietors. Any review is subject to public consultation and will take into account feedback received.

Any review of fares will be subject to a 14-day consultation period, as required by the relevant legislation and approval by the Council's General Purposes and Licensing Committee.

The review of fares will take into account feedback from the public, trade and other bodies, review of motoring costs such as fuel prices, licensing fees, and a comparison with fares set by other local authorities.

3 Operators

3.1 Requirement for a licence

In order to ensure the safety of the public, any person who operates a private hire service must apply to the Licensing Authority for a Private Hire Operator's Licence.

The licence permits the operator to make provision for the invitation or acceptance of bookings for a private hire vehicle. The operator must ensure that every private hire vehicle working under their operator licence has a vehicle licence, insurance cover and is driven by a person who holds a driver's licence. All three licences must be issued by the same local authority.

All applicants for the grant or renewal of a private hire operator's licence must satisfy the Licensing Authority that they are a fit and proper person.

The applicant must submit a five-year business plan outlining the customer base, how they intend to operate, number of staff employed, likely number of vehicles that will operate under the licence and how the business will be carried out.

In addition, if the business intends to operate from an office where members of the public visit to book a journey or wait for a vehicle, the operator must provide evidence of their public liability insurance.

The planning authority will be consulted when an application is received and copies of all application documents will be forwarded, where they will consider the suitability of the premises that the operator intends to use as the operating base.

All new private hire operator applicants are required to provide relevant background information as outlined on the application form. Contact details for two referees must be provided, who can vouch for the applicant in a business capacity, have known the applicant for at least two years and can support the application.

During the one-month consultation period where background checks will be made, the applicant will also be required to attend Appletree Court for an interview with the Licensing Compliance Officer to discuss their application.

An operator's licence will normally be granted for a period of five years but may be issued for a lesser period. In such cases, full reasons will be given for departing from the standard policy award and standard rights of appeal will apply.

A renewal application must be received and processed before the expiry of the current licence.

3.2 Fitness and propriety

The Licensing Authority will have regard to the following to assess whether the applicant is a fit and proper person:

- criminal records including convictions, cautions, warnings and reprimands,
- demeanour, general character, non-criminal behaviour, honesty and integrity,
- previous conduct,
- business practices demonstrated by the applicant (record keeping, compliance with other regulatory requirements, financial practices).

Any applicant who is not a driver licenced by the Licensing Authority will be required to produce a Basic Disclosure from the DBS and undertake the Licensing Authority's approved Safeguarding Awareness Training.

3.3 Operating base

The Licensing Authority will not grant an operator's licence for an operator with an operating base outside of the New Forest District Council's area. This is to ensure that proper regulation and enforcement measures may be taken by the Licensing Authority and is in no way intended to be a restraint on trade.

Applicants must ensure that the property they intend to operate from has the correct planning permission.

If the operator moves their base to another location within the district, a new application must be submitted. The new application will be subject to a pro-rata fee and consultation with the planning authority, to ensure permission has been granted and the premises are suitable.

The operator must consider the location of their base and the nature of the operation, together with the number of vehicles that are likely to visit the premises. If this is a domestic premises this may cause nuisance to neighbours and therefore vehicle movements and the times vehicles visit the premises should be limited. Records should be produced at the location stated as the business address on the licence.

To meet the requirements of the Licensing Authority, the business address provided on the application form (which will subsequently form the licence address) must have recognised office facilities, a regular postal service and be widely acknowledged as a site that provides office space. The site must also be suitable for compliance inspections and meetings with officers. **A PO Box address is not acceptable.**

3.4 Operator conditions

The Licensing Authority can impose such conditions on an operator's licence, as it considers necessary to uphold the licensing objectives. Standard conditions are set out in **Appendix M**.

3.5 Insurance

If the public has access to the operator's premises, the applicant must produce evidence that they have appropriate public liability insurance prior to granting of a licence.

3.6 Transfer of a licence

The operator's licence is not transferrable to another person, nor does it authorise the licence holder(s) to operate from any address other than that specified on the licence. See 3.3 above for change of address.

3.7 Operator fleet

Licensed operators must ensure that all vehicles linked to the business are maintained and road-worthy at all times. It is expected that vehicles presented for tests have been given a visual check by the driver or operator prior to the test, to prevent test failures. Customers have a right to be carried in vehicles which are clean and well maintained and the operator responsible for the booking and despatch of the vehicle must bear a level of responsibility for this.

Operators are expected to ensure that drivers who fulfil journeys booked through them are always courteous and professional when carrying passengers. In addition, professional behaviour is always expected whilst communicating with authorised officers (Licensing, Police or Council mechanics).

3.8 Business name restrictions

The Licensing Authority will not licence a private hire operator with the same or similar name as another existing operator. This could cause confusion for the public and may have a safety impact. It also creates identity problems for each business.

Prior to submitting an application, please check the online public register for current operators and ask officers for advice.

In addition, you cannot use the same name that has previously been used in this area by an operator and has been registered with Companies House.

Unless your fleet has at least one NFDC licensed hackney carriage, the business cannot have the word 'taxi', 'cab' or any word of a similar meaning or appearance in the licensed name of the business.

Email addresses used by customers and this Licensing Authority must reflect the name of the New Forest operator to prevent confusion.

If the operator also holds an operator licence with another authority, all bookings, customers information and communications should be kept separate and easily identifiable.

3.9 Operator checks on employees.

Operators, those Directors named on a licence, employees that have access to customer records and those that despatch vehicles under the terms of the operator licence are privy to a significant amount of personal information including contact information for customers and holiday dates when properties are empty. It is important for employers to ensure that their staff are suitable to be in receipt of this information.

Operators should require their employees to obtain a basic DBS disclosure prior to employing them and consider the background of the proposed employee.

In addition, operators must keep records of all their drivers. Operators should be aware of the expiry date of each NFDC driver licence and check their DVLA status using the online check facility before employment and periodically throughout. This will ensure that the driver is properly licensed by the Licensing Authority and the DVLA. The operator should also provide a list of all employees when requested to do so.

The Licensing Authority requires that the operator holds a record of such checks.

3.10 Operator records

The conditions attached to the operator licence provided at **Appendix M**, outline the records that need to be kept and produced to an officer at any time.

If journeys are sub-contracted, these must only be forwarded to licensed operators, or drivers with their own operator licence. These journeys must be reflected on the operator booking records, together with details of who the sub-contracted journey has been allocated to. The passenger must also be informed.

3.11 Responsibilities for disabled passengers

Under the **Equalities Act 2010, as amended by the** Taxis and Private Hire Vehicles (Disabled Persons) Act 2022, drivers and operators of taxis and private hire vehicles have a duty to assist disabled passengers.

Operators are required to accept a booking, for or on behalf of, a disabled person if they have a suitable vehicle available with no additional charge for such a booking. When accepting the booking the operator should ask if there is any additional assistance required and if so, this information should be relayed to the driver.

The same criteria is required for the carriage of assistance dogs. No extra charges are permitted, and the operator cannot refuse to take a booking where an assistance dog will accompany the owner.

4 Fees

The Council will set fees for licences at a level that will recover the costs incurred by the Council for issue, administration, and compliance of each type of licence.

4.1 Review of fees

Fees are reviewed annually for implementation in April however the Council reserves the right to review fees at any time.

Current applicable fees can be found at [Taxi driver licence - New Forest District Council](#)

5 Compliance and Enforcement

5.1 Principles

The principal purpose of hackney carriage and private hire licensing is to protect the public and promote public safety. To achieve this, the Licensing Authority will provide an efficient, targeted and proportionate regulatory service to those it regulates.

The Licensing Authority will comply with the Regulator's Code which came into force in 2014. This sets out the following principles to enable the Licensing Authority to:

- carry out their activities in a way that supports those they regulate to comply and grow,
- provide simple and straightforward ways to engage with those they regulate and hear their views,
- base their regulatory activities on risk,
- share information about compliance and risk,
- ensure clear information guidance and advice is available to help those they regulate meet their responsibilities to comply,
- ensure that their approach to their regulatory activities is transparent.

Where appropriate, referrals will be made to other agencies including the Police, HM Customs and Excise, DVLA and the Children's and Adult Safeguarding teams.

The Licensing Authority will respond to complaints made by the public and referrals from other agencies and bodies. In addition, officers will undertake proactive inspections as part of programmed operations.

5.2 Warnings

Warnings may be issued for minor or first-time infringements. A warning letter will remain on file for a period of three years and will be referred to in the event that the licence holder is brought before the Sub-Committee for any other reason.

If a subsequent and similar incident/complaint is received, the driver will be invited to attend a Licensing Sub-Committee hearing to explain their actions and pattern of behaviour. Members will consider if they can be considered fit and proper and may continue to hold a driver licence.

5.3 Further training

Drivers may be required to undertake further training should their behaviour or driving skills be called into question, following a single or multiple complaints. A suitable course and timescale will be identified by the Licensing Authority which will be taken at the driver's own expense.

5.4 Suspension of a licence

Authorised officers are permitted to temporarily suspend the licence of a driver, vehicle or operator should they have reason to believe that the safety of the public warrants such action.

Where a licence holder is in breach of a licence condition, the licence may be suspended for a specified period of time, to rectify the issue, allow for the holder to undertake training or for any other reason.

5.5 Revocation of a licence

5.5.1 A driver licence can be suspended or revoked immediately in the interests of public safety under the provisions of section 61(2B) of the Local Government (Miscellaneous Provisions) Act 1976.

In the most serious cases, officers and decision makers have delegated powers to immediately revoke a driver licence. This is only considered where the safety of the public is at risk. However, the Licensing Authority will carefully consider all the facts before such a decision is made and the driver contacted in the first instance to establish if there is any other information that may be relevant, to be considered before any decision is made.

5.5.2 Vehicle, driver and operator licences may be revoked by the Licensing Sub-Committee.

If the seriousness of the case merits revocation, this course of action will be available to the Sub-Committee even if it is the first enforcement action taken against the licence holder.

The Licensing Authority is aware of the judgement in Singh v Cardiff City Council and will not suspend a licence and subsequently revoke it on the grounds of fitness and propriety. Where there are concerns regarding a person's fitness and propriety the Licensing Authority will generally revoke the licence. Should information subsequently come to light which alters the Licensing Authority's view, a new licence application may be submitted and dependant on the circumstances the fee may be waived by the Authority.

5.6 Hearing and Appeals

If the case does not compromise the immediate safety of the public, the fitness and propriety of the driver will be considered at a formal hearing of a Licensing Sub-Committee, where the licence holder (and any witnesses) will be given the opportunity to hear the evidence and present their case.

Licence holders may be referred to a Licensing Sub-Committee for a number of reasons including committing offences, failure to comply with any part of this policy, or for any other conduct which impacts on their fitness to be a licence holder.

The Sub-Committee will consider the impact of the offending/conduct on the individual's fitness to hold a licence and take such action as is appropriate in the circumstances.

This may include:

- A warning letter to be issued and held on file,
- Suspension of a driver licence for a specified period of time ,
- Revocation of the driver licence which may have immediate effect, or
- Other conditions or stipulations attached to the decision as Members see fit.

6 APPENDICES

Appendix A – Application Process

1.0 Drivers

The Licensing Authority has a responsibility to ensure that licensed drivers can be considered as fit and proper and suitable to hold such licences, given the circumstances of their employment. In order to assist in making these decisions, a variety of checks are made on the applicant as below.

2.0 Disclosure and Barring Service (DBS) check

All applicants/licensees are required to obtain an enhanced DBS certificate to include a check on the barred lists. If an applicant has signed up to the update service with a certificate not previously issued by this Authority, we will need to see the certificate, prior to completing a check with the DBS Update Service. Full information on how to apply is available from Licensing Services or on the Council's website at [Taxi driver licence - New Forest District Council](#).

Drivers and applicants are required to sign up to the DBS update service. This is an annual subscription service that allows drivers to provide licensing officers with access to DBS records at any time.

Applicants must sign up to the update service within 28 days of their DBS certificate being issued. <https://www.gov.uk/dbs-update-service>.

All new applicants must subscribe to the DBS online update service before a licence is issued. Existing drivers must sign up to the update service when next required to produce a DBS certificate, in line with this policy.

Signing up to the update service will be required by condition on the driver licence. Licensees must also give consent to the Licensing Authority to check the status of their certificate online should we consider it necessary to do so, and routinely every six months, in line with statutory guidance.

The Licensing Authority will use the Update Service to monitor the criminal record of licence holders. The Update Service can be used when a licence is renewed, if there are no changes recorded on the DBS certificate. If there are changes, officers will need to see the full certificate before a licence is renewed.

All new applicants must subscribe and maintain a subscription to the DBS Update Service before the licence can be issued. Licensing officers will need to see the applicant's first DBS certificate prior to them joining the update service.

Existing drivers must sign up to the DBS Update Service when next required to produce an enhanced DBS certificate (i.e. their next licence renewal) **and this must be confirmed before the renewal application can be granted.**

A licence will not be granted in the absence of a current enhanced DBS certificate or renewed without either the same or a check completed via the Update Service. A licence will be suspended if a mid-term check cannot be completed when the Licensing Authority submits a request to the Update Service.

Applicants and licensees are responsible for the costs of obtaining the enhanced DBS certificate and any costs associated with maintaining the DBS Update Service subscription. The annual payment must be paid to enable continuation of access to the Update Service. It is important that the method of payment for the subscription is maintained to allow the DBS to take the annual payment when required.

This, however, does not negate the need for licensed drivers to inform the Licensing Authority of any new arrests, convictions cautions etc.

The Licensing Service does not take any responsibility for incorrectly completed DBS requests that incur an additional charge and a duplicate application.

In the interests of public safety, the Licensing Authority will not issue a licence to any individual that appears on the children and/or adult barred lists.

3.0 Overseas background check

The DBS cannot access criminal records held overseas; only foreign convictions that are held on the Police National Computer may be disclosed. Therefore, an enhanced DBS certificate may not provide a full picture of an individual's criminal record where there have been periods spent living or working overseas.

If a new applicant has spent six continuous months or more living outside of the United Kingdom during the previous 5 years, they must provide evidence of a Certificate of Good Character/Conduct from the relevant country or countries covering the period the applicant was overseas. This will be a summary of any overseas convictions from the Ministry of Justice, Embassy or Home Country Police Service.

Before renewing a drivers' licence, any applicant who has spent six continuous months or more living outside of the United Kingdom since their licence was previously renewed, will also be required to provide evidence of a Certificate of Good Character/Conduct from the relevant country or countries. This must be provided before their licence is renewed.

Ex service personnel are exempt from the requirement to provide a Certificate of Good Character/Conduct for their periods of military service. Proof of period of military service is required.

Should an applicant or licensee be unable to obtain a Certificate of Good Character/Conduct from the relevant country, the reasons for this must be discussed with the Licensing Authority.

4.0 Non-UK passport holders

A Certificate of Good Character/Conduct must be produced by any applicant who is not a UK citizen. The information provided must cover any country that they have lived in since the age of ten.

Asylum seekers who hold a Home Office issued application registration document together with a positive verification letter from the Home Office's Employer Checking Service stating that the named individual is permitted to work in the UK, will be exempt from the requirement to submit a recent Certificate of Good Character/Conduct. The Licensing Authority will require sight of any Certificate of Good Character/Conduct that the applicant may have, regardless of the age of the document.

Applicants who produce a Certificate of Good Character/Conduct in a language other than English are required to produce a verified translated version at their own expense by an independent translation service.

For advice on obtaining Certificates of Good Character/Conduct follow the link below.

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

5.0 Statutory declarations

In certain cases, the Licensing Authority will allow applicants who cannot obtain a Certificate of Good Character/Conduct to complete a statutory declaration authorised by a solicitor. The solicitor will normally charge a fee for this service. The solicitor will need to establish proof of identity and the applicant must swear on oath that the facts they are providing are correct.

The applicant must declare their full conviction history and any information relevant to the application for a driver licence in this document.

The Licensing Authority will only allow an applicant to do this in strict circumstances such as:

- If the Country is one which is unable to provide such certificates as there are no records held; and
- Where an applicant can provide written documentary proof (letters or emails) that they have been unsuccessful in their attempts to obtain a certificate over a period of 4 months, or
- For reasons of Asylum, the applicant cannot contact the country.

6.0 Right to work policy

This is applicable for all drivers, operators and vehicle proprietors.

The Licensing Authority requires all applicants for new licences to provide documentary evidence to confirm that they may legally work in the UK. Examples of documents that may be provided include (but are not limited to):

- A UK passport confirming that the holder is a British Citizen (or citizen of another EEA country),
- A passport or other travel document endorsed to show that the holder is allowed to stay in the UK and undertake paid employment,
- A full UK birth/adoption certificate,
- An immigration document issued by the Border and Immigration Agency to the holder which indicates that the person named in it can stay in the UK and undertake paid employment,
- A work permit or other approval to take undertake employment, issued by the Home Office or the Border and Immigration Agency, when produced in combination with either a passport or another travel document endorsed to show the holder is allowed to stay in the UK and is allowed to undertake paid employment.

When an applicant is subject to immigration controls, a licence will not be issued for longer than the period that the applicant has permission to undertake paid employment in the UK.

Where the licence has been issued for the shorter period, renewal applications will be accepted only if full and complete applications are submitted, prior to the expiry of the licence and provided the application shows, to the satisfaction of the Licensing Authority, a right to work in the UK. If this cannot be demonstrated prior to the expiry of the licence, applicants will be required to apply for a new licence as if they were a first-time applicant. In these circumstances, a licence will not be granted until such time as all the necessary licensing requirements have been fulfilled.

If a licensee loses the right to remain in the UK during the currency of their licence, the licence will cease to have effect. In this case, the licence must be surrendered by the licence holder within seven days of the licence ceasing to have effect.

In accordance with the requirement of the Immigration Act 2016, the Licensing Authority will also conduct “right to work” checks for renewal driver applications.

6.0 National Anti-Fraud Network (NAFN) NR3S Register

This register holds information on any driver or applicant that has had a driver licence revoked, or has had an application refused, or a licence suspended.

Every new and renewal driver applicant will be checked against the database and if the applicant's name appears, the corresponding authority will be contacted, and further information requested on the background of the refusal/revocation.

This information will be considered as part of the fit and proper person checks by the Licensing Authority.

7.0 Driver and Vehicle Licensing Agency checks and requirements.

Driver applicants must be aged 21 years or older. Applicants who are 70 years of age or above are required to undertake a driving assessment, which will be repeated annually. This will be carried out at the applicant's own expense.

Applicants must hold a full Driver and Vehicle Licensing Agency (DVLA) licence (not provisional) for at least 2 years prior to the date of application.

It is a legal requirement for the holder of a DVLA driver licence to provide the DVLA with their current address. Failure to do so may result in a fine of up to £1,000. If the DVLA licence shows an incorrect name or address, the driver must apply to the DVLA immediately to have details amended. The NFDC driver application will not progress if the details on the DVLA driver licence are incorrect.

If an applicant holds a non-UK driving licence, this must be registered with the DVLA.

Applicants and drivers are required to sign up for the DVLA online check service and submit the check code with their driver application.

For both new and renewal applicants, licensing officers will verify the driving entitlement and note any penalty points awarded. Applicants are required to sign a mandate to permit such checks to take place.

8.0 HMRC Tax Conditionality

The Licensing Authority is required to check that renewal drivers or those new applicants that hold driver licences with other authorities are registered with HM Revenues and Customs (HMRC) to ensure that drivers are registered to pay tax on earnings. The Stage 2 application pack contains information to assist drivers in registering.

Vehicles

1.0 New applications

An application for a new hackney carriage or private hire vehicle licence shall be submitted using the Council's prescribed application form. Applications shall be accompanied by the following documents:

- i) The V5C registration document (logbook) for the relevant vehicle. Where the vehicle has been recently purchased and the V5C has not yet been received, a sales invoice or proof of ownership must be provided.
- ii) A valid MOT certificate (for all hackney carriages exceeding 12 months old and for any private hire vehicle exceeding three years old). The MOT certificate must be valid for the date that the licence is due to commence.
- iii) A valid certificate of motor insurance (or temporary cover note) for the vehicle, covering the appropriate licence type (hackney carriage or private hire vehicle)
- iv) Evidence that the vehicle has been appropriately taxed.
- v) A basic DBS certificate less than 1 month old for each proprietor to be named on the vehicle licence, except where they are already a licensed driver by New Forest District Council. This is required annually.
- vi) The prescribed fee.

Once received the applicant will be contacted to book a vehicle test at a council testing facility and take the payment. The licence will only be issued upon receipt of a pass certificate from the garage.

An application for a hackney carriage or private hire vehicle may be submitted by either an individual, partnership or registered company. Where the applicant is a partnership or registered company, section (v) above applies to all partners and/or company directors.

Where a licence is held by a partnership or registered company, the licence holder shall notify the Licensing Authority of any changes to partners or company directors within 7 days, and a basic DBS certificate will be required for each new partner or company director. Should this occur during the period of licence, the Licensing Authority may suspend the licence, pending receipt of satisfactory basic DBS certificates.

Where any hackney carriage and private hire driver ceases to hold such a licence but continues to hold a Hackney Carriage or Private Hire Vehicle Licence, a basic DBS certificate will be required immediately, and the Hackney Carriage or Private Hire Vehicle Licence may be suspended until this is received by the Licensing Authority.

2.0 Renewals

An application to renew a hackney carriage or private hire vehicle licence must be submitted prior to the current licence expiring. No grace period will be given. In the event that the licence expires, a new application must be made, and the vehicle must comply with the requirements for new vehicles.

An application to renew a vehicle licence shall be submitted using the Council's prescribed application form. Applications shall be accompanied by the same documents required for a new vehicle licence application. Payment of the prescribed fee is due before a licence application is processed.

A vehicle licence will not be renewed unless all the information required to support the renewal application has been provided and the vehicle has successfully passed the mechanical inspection.

Appendix B – Convictions’ Policy

1.0 Introduction

- 1.1 This policy provides guidance on the criteria taken into account by New Forest District Council (‘the Licensing Authority’) when determining whether or not an applicant or an existing licence holder is a fit and proper person to hold a dual driver licence or operator licence.

The decision maker will consider all relevant factors when determining applications, including previous convictions, cautions and complaints and the time that has elapsed since these were committed.

- 1.2 The overriding aim of the Licensing Authority is to protect the safety of the public and they will aim to ensure that any person licensed to drive a hackney carriage or private hire vehicle or an operator:

- is a fit and proper person; and
- does not pose a threat to the public.

It will also aim to ensure that the public, in particular, children, young persons and vulnerable adults are adequately safeguarded.

- 1.3 The term “fit and proper person” for the purposes of licensing is not legally defined and in assessing whether someone is “fit and proper” the Licensing Authority will consider enhanced conviction history, driving history and any offences, Right to Work in the UK and medical fitness, together with any other relevant information.

- 1.4 Where licensing officers have delegated powers to grant licences, they will use these guidelines when making a decision to grant a licence. In certain circumstances applications for licences will be referred to the Licensing Sub-Committee. Whilst officers and Elected Members will have regard to the guidelines contained in the policy, each case will be considered on its individual merits and where the circumstances demand, the committee/officer may depart from the guidelines.

The type of offence, pattern of behaviour and overall history should be taken into consideration when determining an application.

In addition, these factors will also be taken into account when action against a licence holder is being considered.

2.0 Appeals

- 2.1 Any applicant who is refused a driver or operator licence on the grounds that the Licensing Authority is not satisfied he/she is not a fit and proper person to hold such a licence has a right to appeal to the Magistrates' Court within 21 days of the notice of refusal.
- 2.2 Any driver or operator who has his/her licence revoked on the same grounds also has the right to appeal to the Magistrates' Court within 21 days of the notice of revocation.

3.0 Powers

- 3.1 Sections 61 and 62 of the Local Government Miscellaneous Provisions Act 1976 allow the licensing authority to suspend, revoke or refuse to renew a driver's or operator's licence respectively if the applicant/licence holder has been convicted of an offence involving dishonesty, indecency, violence; or an offence related to immigration; failure to comply with the provisions of the Town Police Clauses Act 1847; failure to comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976; or any other reasonable cause. The commission of an offence or a serious allegation which falls within this policy and brings into question whether a licensed driver or operator is a fit and proper person to continue to hold a licence may lead the Licensing Authority to conclude that there is a "reasonable cause" to suspend, revoke or refuse to renew their licence.
- 3.2 The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, as amended, allows the Licensing Authority to take into account all convictions recorded against an applicant or the holder of a driver licence, whether spent or not. Therefore, the Licensing Authority will have regard to all relevant convictions or cautions, particularly where there is a long history of offending or a recent pattern of repeat offending.

4.0 Consideration of disclosed criminal history

- 4.1 Under the provisions of Sections 51, 55, and 59 of the Local Government (Miscellaneous Provisions) Act 1976, the Licensing Authority is required to ensure that any applicant for the grant or renewal of a hackney carriage and/or a private hire vehicle driver licence and/or private hire operator licence is a 'fit and proper' person to hold such a licence. However, if an applicant has any convictions, warnings, cautions or charges awaiting trial, the Licensing Authority will investigate all matters disclosed and any other matters that may be relevant.

- 4.2 Licensed drivers and operators are required to notify the Licensing Authority in writing within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence or any motoring offence or receipt of a police caution. Failure to do so will call into question the fitness and propriety of the licensee.
- 4.3 The Licensing Authority requires an enhanced disclosure certificate from the DBS for any new or renewal driver licence application. Applicants for an operator licence will be required to obtain a basic DBS check at their own expense (unless they are the holder of a current hackney carriage or private hire driver's licence issued by NFDC).
- 4.4 The Licensing Authority is also entitled to use other records and information that may be available to it in determining applications or an entitlement to continue holding a licence. This may include information held by the Licensing Authority or other licensing authorities and information disclosed by the police or any other third party.
- 4.5 It is an offence for any person knowingly or recklessly to make a false declaration or to omit any material particular in giving information required by the application for a licence. Where an applicant has made a false statement or a false declaration on their application for the grant or renewal of a licence, the licence will normally be refused.
- 4.6 For renewal applications and current licence holders, the policy will not be applied retrospectively where there are no new concerns or convictions. The policy will be applied to existing licence holders if any additional convictions are incurred, or they are otherwise brought to the attention of the Licensing Authority for conduct that would call into question a person's suitability to hold a licence.
- 4.7 Offences not covered by this policy will be considered by the Licensing Authority when determining whether the applicant/licensed driver or operator is a fit and proper person.

5.0 Conviction guidelines

- 5.1 The following guidance is based on the Institute of Licensing document: Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades, together with the "Statutory Taxi and Private Hire Standards" document published by the Department for Transport in July 2020.

These documents have been widely adopted by Licensing Authorities in the UK and has been produced to promote consistency, raise standards and assist in the protection of the public.

5.2 Crimes resulting in death

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

5.3 **Exploitation**

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

5.4 **Offences involving violence**

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

5.5 **Possession of a weapon**

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

5.6 **Sex and indecency offences**

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

In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the Sex Offenders Register or on any 'barred' list.

5.7 **Dishonesty**

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

5.8 **Drugs**

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

Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed.

5.9 **Discrimination**

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

5.10 **Motoring convictions**

Drivers of hackney carriages and private hire vehicles are professional drivers charged with the responsibility of carrying the public. Any motoring conviction demonstrates a lack of professionalism and will be considered seriously. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not normally prohibit the grant of a licence or may not result in action against an existing licence. Any subsequent convictions reinforce the fact that the licensee does not take their professional responsibilities seriously and is therefore not a safe and suitable person to be granted or retain a licence.

5.11 **Drink driving/driving under the influence of drugs.**

Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least seven years have elapsed since the completion of any sentence or driving ban imposed, whichever is the later.

5.12 **Using a hand-held telephone or handheld device whilst driving**

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

5.13 **Other motoring offences**

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

A driver licence will not be granted to any new driver applicant who has 9 or more points for minor motoring convictions showing on their driving licence.

Existing licence holders reaching seven or more points for minor motoring convictions will receive a warning and will be required to attend appropriate training, as defined by the authority, at their own expense.

Existing licence holders reaching nine points or more for minor motoring convictions and who have previously attended training under this policy may have their licence refused or revoked dependent on the individual circumstances of the driver concerned and offences omitted. In considering such action, the intention of the policy will be to only refuse or revoke a licence where there are very clear concerns for public safety.

5.14 Hackney carriage and private hire offences

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

5.15 Licensed vehicle offences

Where an applicant has a conviction for any offence which involved the use of a licensed vehicle, a licence will not be granted until at least seven years have elapsed since the completion of any sentence imposed.

6.0 Outstanding charges or summonses

6.1 If an applicant is the subject of an outstanding charge or summons their application will be held and not progressed until the outcome of the proceedings has been determined.

7.0 Non-conviction information

7.1 If an applicant has been arrested or charged, but not convicted, for a serious offence which falls within the policy which suggests they could be a danger to the public, consideration will be given, under the Council's scheme of delegation to refusing the application.

7.2 In assessing the action to take, the safety of the travelling public must be the paramount concern.

8.0 Cautions

8.1 An admission of guilt is required before a caution can be issued; therefore cautions are treated the same as a conviction and applied as above pertinent to the type of offence. Every case will be considered on its own merits including the details and nature of the offence.

9.0 Licences issued by other licensing authorities

9.1 Applicants who hold a licence with one licensing authority should not automatically assume that their application will be granted by another. Each case will be decided on its own merits.

9.2 Licensees who are licensed by multiple authorities are expected to inform all such authorities of the authorities that they are licensed by and to advise each authority of any changes in this respect. They should expect those authorities to share information regarding their conduct and to take it into account as appropriate.

9.3 One of the background checks carried out for new and renewal drivers, involves a review of the National Anti-Fraud Network (NAFN) NR3S database. Officers will check the applicant's name against the NR3S Register held by NAFN to determine if another Licensing Authority has taken action against the applicant/driver. If a positive match is found, background information will be obtained and considered by the Licensing Authority.

The register provides names of all those drivers/applicants who have had a licence application refused, revoked or suspended.

This is to protect the public and ensure that any driver who has been revoked or refused a licence does not obtain a licence with another authority, by simply failing to supply previous licence history. The database provides the opportunity for every Local Authority to properly consider applicants and the background to a previously refused or revoked licence, by another authority.

Licensing authorities will retain the reasons for any refusal, revocation or suspension and provide those to other authorities as appropriate under the terms and conditions of the database.

9.4 Where this Licensing Authority has refused to grant a driver licence to an applicant or has had a licence revoked or suspended, or it has expired during a period of suspension, no new application will be considered for a at least three years (in line with the time periods above) from the date of refusal, revocation or expiry.

Any application subsequently received, will be determined by members of a Licensing Sub-Committee who will consider the applicant's history and background.

10.0 Summary

10.1 It is vital that passengers, other road users and society have confidence in the licensing regime and can rely on the suitability of all those involved in providing licensed vehicles. Careful consideration must be given to all applications and a thorough vetting of applicants must be undertaken.

This Appendix is intended to assist the Licensing Authority in determining the suitability of applicants and licensees. It also provides clear guidance for applicants and licence holders with regard to the standards expected by the Authority.

Appendix C - Driver knowledge tests

All new driver applicants are required to undertake and pass a Driver Knowledge Test before their application may be progressed.

1.0 What to bring

On the day of the test, applicants must bring in their DVLA driving licence and proof of their Right to Work in the UK. Applicants who fail to produce these documents will not be permitted to take the test. Applicants should ensure that the photo-card driving licence has not expired and that all details are current.

2.0 Test information

The test consists of several questions with knowledge required in areas of:

- the English language,
- the Highway Code,
- taxi and private hire law,
- geographic knowledge of the New Forest District.

The test material will be reviewed regularly and will state the pass rate that must be achieved for each section. Information is available on the Council's website to assist applicants prior to taking the test.

Tests are undertaken at the Council Offices in Lyndhurst. If an applicant has literacy difficulties, then the test may be conducted verbally for that person, however this must be communicated at the time of booking the test, to provide any officer to support the request.

Questions will be provided in English only and no translation or interpretation or other such matter associated with the test shall be permitted and/or accepted.

An officer will ensure that the test is conducted in a fair and secure manner. Access to a mobile phone will be prevented for the duration of the test. No other communication or electronic equipment will be permitted. All mobile phones must be switched off.

Should an applicant feel unwell or unable to continue the test, the officer must be informed, and arrangements will be made to re-take the test at a future date.

Should the applicant fail the test they will be notified of the failed module(s).

Applicants are not permitted to be accompanied during the test by friends, family members, children or pets.

3.0 Cancellation

Applicants wishing to cancel a driver knowledge test date and change it to another date must give at least 3 clear working days notice, otherwise they will lose the booking fee. The driver knowledge test booking fee is non-refundable.

4.0 Failures and re-tests

If an applicant fails three successive knowledge tests, their application will be rejected and a period of 12 months must elapse before a new application is submitted.

Payment must be made for each test booked and there is no discount for re-tests.

The applicant's file will be closed six months after the date of the last driver knowledge test (whether a negative or positive result) if no communication or application has been received by the Licensing Authority during this time.

Appendix D - Medical assessment policy

1.0 Why medical assessments are required

The Licensing Authority recognises that licensed drivers should meet more stringent medical standards as they are professional drivers and are required to:

- transport members of the public safely,
- spend significant periods of time driving,
- assist disabled passengers and handle luggage.

Therefore, the Licensing Authority requires the Group 2 Standards of Medical Fitness as applied by the Driver and Vehicle Licensing Agency (DVLA) to the licensing of lorry and bus drivers, as the standard for all drivers.

For new applicants, once the applicant has passed the knowledge test, they can progress to stage 2 of the application process, which includes the requirement to be medically fit to drive. A new driver licence will not be granted until medical clearance has been established.

Applicants and licence holders are required to undergo a medical assessment on first application, on reaching 45 years of age and then every 5 years thereafter until the age of 65 when annual examinations will be required.

The medical assessment form must be signed by the applicant's own GP or another doctor who has had access to the applicant's medical records and prescription history.

The medical examination will ensure that the applicant satisfies all the requirements to the DVLA Group 2 standard.

If applicants are unable to obtain a medical examination with their own GP, they should contact the Licensing Authority for further advice. All licensed drivers must pass a medical examination periodically, whilst holding a driver licence. All doctors who carry out a medical examination must have access to patient records.

A suitable medical assessment is only valid for a period of 3 months up to submission to the Licensing Authority.

Holders of current Public Service Vehicle or Heavy Goods Vehicle driver licences, where the holder is able to produce proof of a current medical examination equal to or over the requirements as set out above are not required to undergo further assessment.

Where there is any doubt to the medical fitness of the applicant, the Licensing Authority may require the applicant to undergo and pay for a further medical examination by a doctor appointed by the Licensing Authority.

2.0 Change in medical fitness

Licence holders must notify the Licensing Authority of any deterioration or other change in their health that may affect their driving capability, within seven days of the change. This includes any accident-related injury.

A list of conditions which must be notified to the DVLA is provided on the DVLA website at <https://www.gov.uk/driving-medical-conditions>. However, if a driver is in any doubt, they should contact the Licensing Authority for advice.

Drivers who have a major medical event or diagnosis that may impact on their medical fitness to drive professionally, will have their licence suspended. To have a licence re-instated, drivers must undergo a Group 2 medical with their doctor, to ensure that they are fit to drive in a licensed capacity. In most circumstances, the Licensing Authority will also request a letter and/or further information from their consultant.

3.0 Policy for those drivers/applicants with diabetes

This is a specific policy in respect of diabetic applicants whose treatment carries a risk of inducing hypoglycaemia, such as insulin treatment or certain types of tablets.

In addition to a medical certificate confirming that the applicant satisfies the Group 2 standards (which make specific provisions for various types of diabetes treatment), additional documents will be required as set out below.

In all such cases, a signed declaration is required from the driver, confirming that they will:

- comply with the directions for treatment given by the Doctor supervising treatment.
- immediately report to the Licensing Authority, in writing, any change in diabetic condition.
- be fully aware of the symptoms of hypoglycaemia and what action to take if required.
- understand the risks of hypoglycaemia.
- carry out blood glucose monitoring at least twice daily at times relevant to driving a licensed vehicle.
- have no other condition which would present a danger when driving a licensed vehicle.
- confirm that they have not had any hypoglycaemic events requiring the help of another person in the last 12 months, and
- will always keep fast acting carbohydrates in the licensed vehicle when driving.

In the case of applicants undergoing insulin treatment, a letter from a Consultant Diabetologist will be required, confirming that the driver has been undergoing insulin treatment for a minimum of four weeks. The driver licence may be suspended until the above can be satisfied, as the Licensing Authority must ensure

that drivers are medically fit and not likely to suffer any sort of episode whilst driving in a professional capacity.

Where drivers are being treated with insulin for the first time, initially the driver licence will be suspended from the date insulin treatment begins. Providing that treatment goes as planned, to unsuspend the NFDC driver licence, the driver must undergo a Group 2 medical assessment no earlier than 2 months from the date of suspension. When the doctor agrees that the driver is fit to work in a licensed capacity, the licence will be unsuspended. The assessment should be sent to Licensing Authority together with related documents from the consultant or diabetic clinic.

Drivers are required to undertake annual Group 2 medicals assessments.

The policy above is additional to the requirements of the DVLA.

4.0 Medical exemptions to carry wheelchair passengers and/or assistance dogs

Licensed drivers may apply for an exemption certificate and notice on medical grounds or where their physical condition prevents them from performing the mobility assistance duties at sections 164a and 165 of the Equality Act 2010 (as added/amended by the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022) or with the requirement to carry assistance dogs.

An application form to apply for an exemption certificate (issued under Sections 166 and/or Section 169 of the Equality Act 2010) is available on request from the Licensing Authority. This should be completed in full and submitted with accompanying documents from an appropriate medical professional involved in diagnosis or treatment of the relevant condition, setting out the effect of the condition, the long-term prognosis, and the risk to public safety if an exemption is not granted to the driver. Evidence from a medical professional with no involvement in the diagnosis or treatment of the condition, or from a medical professional with a separate relationship to a driver, is unlikely to be considered acceptable.

Where an allergy or phobia to dogs is cited as grounds for an exemption, the Licensing Authority will expect to see medical evidence of allergen testing results, clinical history, psychological screening results, or similar with an application for exemption. A simple statement that the driver has declared such an allergy or phobia is not considered sufficient justification of a medical condition which would warrant the issue of an exemption. A minor allergic reaction which does not affect the driver's ability to safely drive a vehicle, or their overall welfare, does not warrant an exemption.

If the Licensing Manager has any concerns regarding granting the exemption, the matter will be referred to a Licensing Sub-Committee to be determined by Elected Members.

If the exemption is granted, the driver will be issued with a Notice of Exemption which must be displayed inside the vehicle, where it can be seen by passengers. This can either be in the internal plate pouch or on the dashboard and confirms that the driver is exempt from certain duties.

The exemption is granted to an individual driver. If a vehicle is used by multiple drivers, the driver who holds the exemption must remove it from the vehicle when they are not driving.

The exemption will expire on the same date as the dual driver licence. If the driver wishes the exemption to continue on renewal, up to date evidence must be provided before the exemption can be re-issued.

5.0 Assistance Dogs

Every licensed taxi and private hire vehicle is required to carry assistance dogs with their owner, and it is a criminal offence for a driver to refuse to do so. It is also an offence for a private hire operator to refuse to take a booking because it involves carrying an assistance dog, or for drivers or operators to charge a higher fare for carrying an assistance dog.

This duty applies to assistance dogs trained by charities affiliated to **Assistance Dogs UK**, or other similar UK or overseas organisations. It also applies to dogs that have been trained by their owners to carry out this role.

Appendix E – Code of conduct

1.0 The Code

The purpose of this code is to seek a standard which portrays a professional image of drivers licensed by the authority.

Licence holders shall endeavour to promote the image of the hackney carriage and private hire trade by:

- complying with the Code of Conduct, and
- complying with all the conditions of the licences they hold and the NFDC Taxi Licensing Policy

Drivers shall:

- behave in a civil, orderly and responsible manner at all times,
- treat all customers with dignity and respect,
- drive with due care and consideration for other road users and pedestrians,
- obey all traffic order and directions at all times,
- not consume alcohol whilst working or prior to working,
- not use illegal drugs at any time,
- comply with any direction given to them by an authorised officer of the Council, Police or other agency and treat all officers with respect.

Drivers shall:

- maintain their vehicles in a safe and satisfactory condition at all times,
- keep their vehicles clean and suitable for hire to the public at all times,
- attend punctually when undertaking a pre-booked hiring,
- assist, where necessary, passengers into and out of vehicles,
- offer passengers reasonable assistance with luggage,
- Comply with the authority's signage requirements.

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- not sound the vehicle horn illegally as per The Road Vehicles (Construction and Use) Regulations 1986 and Highway code 112,
- keep the volume of radio/music to a minimum,
- switch off the engine if required to wait.

At taxi ranks and other places where hackney carriages ply for hire by forming queues, drivers shall:

- rank in an orderly manner and proceed along the rank in order, moving along promptly,
- remain in or near to the vehicle.

This Council operates a zero-tolerance approach to the abuse of council officers, garage mechanics, administration staff, compliance officers, police officers and any other professionals involved in safeguarding and will consider taking action against any individual who is abusive. This applies to drivers licensed by New Forest District Council who operate in other council areas.

Licensed drivers must not smoke cigarettes, e-cigarettes or vaping devices in their vehicles at any time or allow passengers to do so. This applies whether the vehicle is carrying passengers or not.

2.0 Idling engines

Idling engines contribute to air pollution problems and running the engine whilst a vehicle is stationary pollutes the environment. It is also illegal on a public road.

When a vehicle's engine is idling it can produce nearly twice as much exhaust emissions as it does whilst moving. This affects the quality of the air that we breathe.

Engine idling and the law

It is illegal to leave your engine running when stationary and you could also risk a fixed penalty notice, under the Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002.

It is not illegal to have an idling vehicle engine if you are:

- waiting at traffic lights,
- moving slowly through congestion,
- getting a repair or defrosting a windscreen.

Our compliance officers regularly advise drivers of idling taxi or private hire vehicles to move on or switch off their engine.

What to do

- if stationary and waiting more than a couple of minutes for a customer, switch your engine off to avoid idling.
- restarting an engine causes less pollution and uses less fuel than keeping the engine idling. Modern batteries don't need as much engine time to remain charged.
- avoid an idling engine and you'll help to lower air pollution, improve air quality and save yourself money on fuel.

3.0 Dress Code

3.1 Acceptable standards of dress:

- shirts, blouses, polo shirts, tops and sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts or a skirt.
- shirts or blouses may be worn with a tie or open necked.

3.2 Trousers, shorts and skirts

- trousers or smart tailored shorts may be worn.
- skirts shall be knee length.
- footwear for all drivers shall fit around the heel of the foot.

All of the above must be of smart appearance and in good condition and both upper and lower body must be covered.

3.3 Unacceptable standards of dress

- clothing not being kept in a clean condition and those which have holes or rips.
- words or graphics on any clothing that is of an offensive or suggestive nature.
- sportswear e.g., football or rugby kits, track suits, beach wear, etc.
- sandals with no heel straps, flip flops or any other form of footwear not secured around the heel. This includes crocs, clogs or similar footwear.
- baseball caps.

4.0 Vulnerable passengers

A vulnerable passenger is a person whose protected characteristics under the Equality Act 2010 e.g. age or disability, means that they are more susceptible to harm than a typical passenger. For example, this may be a child, elderly person or someone with learning difficulties. It can also include someone who is vulnerable due to an excessive level of intoxication.

4.1 Drivers must:

- carry their driver badge and display it on their person whilst in the vehicle or assisting passengers.
- confirm that appropriate provision has been made for the vulnerable person prior to accepting the booking or commencing the journey. (this does not mean that the driver is responsible for the provision of appropriate measures).
- produce photo identification to the carer responsible for the vulnerable person. If there is no chaperone, they should obtain a record of the carer's contact details.
- If a vulnerable passenger is refused service inform a responsible person so that alternative arrangements can be made. The driver should remain with the passenger until the journey is undertaken.

4.2 Drivers should remain professional at all times and should not:

- touch a vulnerable person inappropriately,

- behave in a way that may make a vulnerable passenger feel intimidated or threatened,
- attempt to misuse personal details obtained via the business about a vulnerable person.

A log should be maintained by drivers where a service has been provided to a vulnerable passenger including any incidents occurring/actions taken or refusals of service.

If a driver is concerned about the safety, welfare or behaviour of a vulnerable person who is being carried, the driver should report this to the Police and Licensing Authority.

5.0 Behaviour with Passengers

It is important that customers feel safe and secure whilst travelling in licensed vehicles.

Drivers should be clear in their communications with passengers to avoid any misinterpretation of motives or inappropriate behaviour.

This means drivers must not:

- make any discriminatory remarks about the customer relating, but not limited to, age, gender, sexuality, disability, race, religion.
- share personal information with their passengers or request or respond to any information shared by the passenger.
- share/exchange telephone numbers with passengers or communicate through chat functions, social media or text.
- use foul or inappropriate language in front of any passenger.
- use their position of power to force or indoctrinate passengers into following a political, spiritual or religious belief. This could be seen as a form of 'radicalisation' and will be treated as a safeguarding issue.
If you think a passenger, you are transporting may be showing signs of being 'radicalised' please contact the Police or the Licensing Authority.
- take photographs of passengers, even if it is at their request.
- at no time provide any form of gift, no matter how small or invaluable.
- have sexual relationships with passengers or attempt to engage in a relationship with a passenger.
- have any form of communication with a passenger which could be misinterpreted as sexually suggestive.
- make sexual remarks to a passenger.

- discuss their own sexual relationships with a passenger or question the passenger about such things.
- look after/keep safe a passenger's personal belongings e.g., mobile phone, iPod or money.
- lock the front or rear passenger doors. Where the doors lock automatically when travelling, they must be released by the driver at the point of stopping and termination of the journey or this functions switched off whilst carrying a passenger if possible.
- make any unauthorised stops on your journey, unless there is an emergency.

If you are transporting a single passenger, they should be directed to sit in the back of the vehicle.

Appendix F - Vehicle specifications and testing criteria

General specifications

Applications to licence or renew a hackney carriage or private hire vehicle must satisfy the following criteria and the Licensing Authority vehicle inspection test.

You should also refer to Appendix P - Mechanical Testing Guidance.

1.0 General

- 1.1 Vehicles may be powered by an internal combustion engine, a hybrid combustion engine, a combined electrically powered motor or an electrically powered engine.
- 1.2 Vehicles must be capable of carrying 4-8 passengers in comfort. However, if a vehicle is to be used for executive work, providing luxury travel and comfort for less passengers, these will be considered on an individual basis. If acceptable, additional conditions may be added to the licence to assist with passenger safety when entering and alighting from the vehicle.
- 1.3 Vehicles must be of a family saloon, estate car or mini-bus type design.
- 1.4 It is recommended that vehicles with Euro NCAP star ratings of 4 or more should be considered when purchasing a new vehicle.
- 1.5 All vehicles shall be right hand drive (unless satisfying the additional conditions relating to limousines).
- 1.6 A private hire vehicle shall not be of the London Taxi type.
- 1.7 Vehicles should have no damage affecting the structural safety of the vehicle and must not have been written off for insurance purposes at any time.
- 1.8 Sufficient means shall be provided by which any person in the vehicle may communicate with the driver.
- 1.9 Vehicles shall at all times, be maintained in sound and roadworthy condition and serviced according to the manufacturer's recommendations.
- 1.10 No material alteration or change in the specification, design, condition or appearance of the vehicle may be made without first complying with road traffic and insurance legislation and secondly the approval of the Licensing Authority (where an inspection may be required.) It is unlikely that anything other than a change of vehicle colour will be authorised.
- 1.11 MOT examinations are required for private hire vehicles over three years old and hackney carriages over one year old.

- 1.12 For reasons of public safety, the Licensing Authority will not licence or re-licence any vehicle that has been written off by an insurance company regardless of the category of write-off.

2.0 Vehicle Testing

- 2.1 Vehicles must be MOT tested and also undertake and pass the vehicle test, carried out at the Council's testing station.

Vehicles that are eight years and older, from date of first registration will be required to be tested every 6 months. The Licensing Authority reserves the right to increase this to a maximum of three times per year if the quality of a vehicle is causing concern.

Should a vehicle fail the test, the Council's vehicle examiner may issue a notice to suspend the licence until the fault(s) has been rectified and the vehicle re-tested successfully. A fee will be applied to re-test the vehicle. If a vehicle is suspended and the reason for failure is not rectified within two months, this will result in automatic revocation of licence.

3.0 Age of vehicles

- 3.1 All vehicles must meet Euro 6 emission standards from the date of first registration, **at the time of initial licensing**.

Wheelchair Accessible Vehicles (WAVs) are not subject to any emission or age criteria.

- 3.2 All vehicles currently licensed by the Licensing Authority are not subject to upper age limit or emission standards. However, any replacement vehicle for one already licensed, will become subject to the Euro 6 emission standard. This will be kept under annual review.

Euro 6 is the sixth and latest directive to help reduce the level of harmful pollutants produced by new vehicles.

The Euro 6 standard sets out the acceptable limits for these exhaust emissions and since September 2015, all new cars sold have had to comply with the Euro 6 standard.

Vehicles that are eight (8) years and older from date of first registration will require twice yearly testing.

4.0 Doors

- 4.1 All saloons, hatchbacks, estates or purpose-built taxi vehicles shall have at least 4 side opening doors, which may be opened from the inside and the outside. Minibuses, transits and people carrier type vehicles shall have at least 3 doors not including any tailgate or rear doors.

5.0 Accident reporting

- 5.1 Any accident involving a licensed vehicle must be reported to the Licensing Authority as soon as reasonably practicable and in any event within 72 hours of the accident.

Where, following an accident or damage to a licensed vehicle, it is the intention of the owner or operator to continue licensed use, the vehicle may be required to be inspected by the Council's testing facility (at the owner's or operator's expense) to determine its fitness for continued use.

A licensed vehicle which has suffered major accident damage or requires substantial mechanical repair may be replaced by a hire vehicle, provided:

- (i) the damage to, or defect in, the vehicle has been reported,
- (ii) application is made in the usual way for a change of vehicle (albeit temporarily),
- (iii) the replacement vehicle meets the licensing criteria and is suitable to be used for hire purposes,
- (iv) the hiring of the hire vehicle is organised and paid for by the affected licensed owner or operator.

Following appropriate repairs to the vehicle, it must undergo and pass a mechanical inspection by the Council testing facility before it may be permitted to be used as a licensed vehicle. The appropriate fee for a new vehicle licence and test will be charged.

6.0 Seats

- 6.1 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 400mm (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).
- 6.2 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.
- 6.3 Head rests must be fitted to all forward or rear facing seats.
- 6.4 Seats must be properly and securely bolted in place, on smoothly operating runners as applicable. Coverings should be clean and not worn, damaged or split.
- 6.5 Side facing seating is not permitted.

7.0 Seat belts

- 7.1 All vehicles must be fitted with fully operational seat belts, one for each passenger and the driver, fully compliant with British Standards except where the law specifically provides an exemption. They must be clean, not stretched, ripped, torn or worn with fully functioning locks and buckles that operate smoothly and effectively, correctly fixed to allowable anchorage points.
- 7.2 In relation to the carriage of child passengers under 3 years of age in the front seat, an appropriate child restraint **MUST** be worn. If a child restraint is not available, children under three must travel in the rear and may be unrestrained. Children of three years or over, up to 135mm tall must sit in the rear and use an adult seat belt. Children aged twelve years or more, or over 135mm tall, may travel in the front but must wear a seat belt.

8.0 Overall presentation of the vehicle

- 8.1 Every vehicle represented for testing must be clean and fit for passengers to be carried in. The following will be checked during the inspection and is the standard expected for daily use for passengers.
- the upholstery, carpets, seats, trims and other interior fitments should be free from damage (including stains and burns) and significant wear.
 - the floor of the vehicle must be covered with a suitable carpet, mat or other covering which can be readily cleaned.
 - all plastic fascia, door linings, roof linings and trim to be kept free from marks, stains and damage.
 - all interior lights and fascia illumination to be maintained in good condition.
 - all windows must be free of dirt, grime and marks.
 - all door locks, levers and window winders to be operating efficiently.
- 8.2 Vehicle trim must be clean, properly fixed in place with no rough or jagged edges.
- 8.3 Good quality seat covers may be used, providing that each is a matching set, in keeping with the colour of the vehicle. They shall be properly affixed to the seat so as not to become loose during use and kept clean and devoid of any kind of damage. They must not interfere with the mechanism of seat belts or airbags.

9.0 Technical specifications considered during the vehicle examination

9.1 Electrical equipment and accessories

- 9.1.1 **Obligatory front lights** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses. White light to be shown at front.
- Headlamps dipped** – working and properly adjusted with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses.
- Headlamps main** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses.
- Indicators front** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses. Amber light to be shown with a flashing rate of approximately 1-2 flashes per second.
- Horn** – must function and be audible to another road user. The horn control must be accessible to the driver.
- Screen washers** – delivers sufficient water to the windscreen to enable the windscreen to be cleared in conjunction with the windscreen wipers. All jets to be operative. Where rear washers are fitted the same requirements will apply.
- Screen wipers** – must work on demand and move over an adequate area of the windscreen. The rubbers must cover the whole length of the blade and not be cracked, perished or have solidified.
- Instrument controls etc** – must all work to manufacturer's specification.
- Obligatory rear lights** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses. Red lights to be shown at rear with no white light to be visible.
- Brake lights** – work when footbrake applied with ignition switched on. With a constant, appropriate and even brightness. Red light to be showing with no white light visible.
- Indicators rear** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses. Amber lights to be shown with a flashing rate of approximately 1-2 flashes per second. No white light to be visible.
- Reversing lights** – working with a constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses. Lights to work only when ignition is switched on and reverse gear selected.
- High density rear fog lamps** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses. To be wired so as to operate only when dipped headlights or main beam selected. Red light to be showing with no white light visible.
- Number plate illumination** – working with constant, appropriate and even brightness. Lenses and reflectors to be clean with no rust and no cracks or holes in the lenses.

Warning lights- The dashboard will not display any warning light, such as engine management system or other sensor indication.

9.2 Engine

9.2.1 **Performance** – should be such that the vehicle is able to perform to manufacturer’s specification on pulling power, whilst carrying a full complement of passengers.

Excess wear – components of the engine should not be excessively worn, causing knocks, rattles etc.

Oil burning – must not be smoking from exhaust.

Leaks- No visible fluid leaks from the engine or related components.

Emissions – must be discharging a clear emission.

9.3 Steering

9.3.1 **Racks** – units should be securely mounted to the chassis frame or body shell with no free play or oil leaks.

Power assisted steering – units should be securely mounted to the chassis frame or body shell with no free play or oil leaks. Hydraulic lines and unions should be free from leaks and generally be in good condition.

Joints and couplings – should be secure with no excessive play.

Swivel assemblies – should be secure with no excessive play.

Gaiters – must be fitted as appropriate and in good condition. Not split, cracked, perished or rendered inoperative by some other method.

Radius arms and tie rods – should be in good, sound condition and not excessively worn. Rubbers and seals should not be oil contaminated, split, perished or badly cracked.

Steering wheel – should be in good sound condition and securely mounted to the steering column with no free play.

Steering column – there should be no movement whatsoever, in any direction, other than that due to the design of the mechanism.

Wheel bearings – there should be no excessive wear or play.

Bias (Left/Right) – the vehicle should drive in a straight line and not pull or veer to the left or to the right.

9.4 Exhaust system

9.4.1 **Silencer** – the exhaust system should be complete and in good, sound condition. It should be effective so as to reduce the exhaust noise to a level considered to be average for the vehicle and should not be modified to enhance exhaust sound.

Mounting points – should be secure and in good condition so as to fully support the exhaust system.

Leaks – there must be no sign of exhaust leaks from any part of the system.

9.5 Bodywork

9.5.1 **Cleanliness and condition** – the exterior should be clean and polished. It must not have visible dents, tears, holes, flaking paint, rust or significant

scratches. Number plates, vehicle licence plates and the internal windscreen plate must be securely and correctly fixed to the vehicle.

Chassis – must be of sound condition with no undue corrosion or visible distortions.

9.6 Suspension

9.6.1 **Coil springs** – should be complete and not fractured or with a cross section so reduced by wear or corrosion that its strength is seriously reduced. They should be properly seated giving adequate clearance of the axle or suspension with the bump stop or chassis.

Damper struts – should be securely fixed and show no damage or corrosion of the casing to the extent that the unit does not function. Should have an adequate damping effect on the suspension and not give excessive bounce.

Mounting rubbers – should be in place and in good condition, not cracked, distorted or perished. Should not show signs of excessive wear.

Anti-roll bushes – should be in place and in good condition, not cracked, distorted or perished. Should not show signs of excessive wear.

Trailing arms – should be in place and in good condition, not cracked, distorted or perished. Should not show signs of excessive wear.

Trapezoidal Links – should be in place and in good condition, not cracked, distorted or perished. Should not show signs of excessive wear.

Elliptical springs and shackles – should be securely fixed and in good serviceable condition with no broken or cracked spring leaves. Shackles, pins and bushes should not show signs of excessive wear.

Hydro-lastic units – should be securely fixed and in good serviceable condition, functioning normally and with no fluid leaks or cracked, perished pipes.

9.7 Gearbox and transmission

Clutch – should be well-adjusted with no judder or slipping. Pedal rubber must be in place and not excessively worn.

Gearbox selection – all gears attainable at first attempt with smooth changes.

Transmission noise – must not be excessive.

Synchromesh – must work on all gears, where fitted, with no crunching.

Prop shaft universal joints – must be in good condition with no play in either the universal joints or the central bearing.

Front wheel drive shafts – must be in good condition with no play or excessive wear, with no knocking on full lock.

Final drive – must not be excessively noisy or suffer from oil leaks.

Automatic transmission inhibitor switch – must only be able to start vehicle when Park or Neutral has been selected.

9.8 Braking System

9.8.1 **Hydraulic fluid** – should be filled to correct level and with no air bubbles when the footbrake operated.

Master cylinder – should be firmly fixed to vehicle and in good working order with no leaks or excessive corrosion.

Pipelines and unions – should be properly fixed to vehicle with correct clips and hangers. Should be soundly constructed with no corrosion or leaks.

Flexible hoses – should be correctly fitted and protected as appropriate, be in good condition with no sign of perishing, cracking, bulging or leaking.

Discs and callipers – discs should not be excessively worn or contaminated by oil, brake fluid or grease. Callipers to be securely mounted and in good working order.

Wheel cylinders – should be firmly mounted and in good working condition. Seals and rubbers should not be perished, cracked or split. There should be no leaks and the pistons should not be seized.

Foot pedal – the fulcrum and clevis pin must not show signs of undue wear or play and the pedal rubber must be in place and not badly worn. The pedal travel should not be excessive. It must have adequate reserve travel and not be subject to creep under sustained pressure.

Handbrake adjustment – must be securely mounted and not be subject to excessive travel. As a general rule, three notches to full on covers the majority of vehicles.

Servo equipment – should be securely fixed to the vehicle and be in good working condition.

Mechanical linkages – should be in good condition, not suffer from excessive wear or intermittent operation and be properly lubricated as necessary.

Primary brake efficiency % - minimum acceptable level is 65%.

Secondary brake efficiency % - minimum acceptable level is 25%.

Brake bias left – should not pull to left when brakes operate.

Brake bias right – should not pull to right when brakes operate.

Brake straight – when brakes are applied, vehicle should brake in a straight line.

9.9 Tyres

9.9.1 Due to the considerable mileage licensed vehicles accrue, the maintenance of tyres is paramount to the safety of the vehicle. Therefore, all tyres must be of the correct size, in good condition with no bulges, cracks, cuts or steel showing. All tyres fitted to the vehicle must have at least 2 mm tread depth throughout a continuous band in the centre 3/4 of the tread and around the entire circumference of the tyre.

9.9.2 All tyres must be 'first life'. Re-treaded, re-moulded or second-hand tyres must not be fitted to a licensed vehicle.

Should a vehicle be presented at the Council's testing facility with a tyre over 6 years old, on any axle, it will fail the vehicle test. In addition, any tyre not displaying a date code will also fail.

All vehicles must be equipped with one of the provisions below, **as provided by the manufacturer.**

- a spare wheel of full or space saver design above the legal tread requirement, inflated to the correct pressure and the tools required to change a wheel, or
- an emergency puncture repair kit (with compressor / inflation pack), or
- run flat tyres.

In the event of a space saver tyre, run flat tyres (when punctured) or a puncture repair kit, these must only be used in an emergency to complete a short passenger journey and must comply and be maintained in accordance with the manufacturer's recommendations. Any such defective wheel should be replaced before taking another fare to ensure passenger safety.

9.9.3 **Wheels** - The vehicle must be right-hand drive and have a minimum of four approved road wheels and spare tyre provision as provided at vehicle manufacture stage. Replacement alloy wheels are not acceptable.

Wheels should be correctly aligned, joints and bearings free from abnormal wear. All mounting points should be in a sound condition with no undue wear in any associated bushes.

9.10 General

9.10.1 **Door locks and handles** – should all operate to specification and be secure. Hinge pins not to be excessively worn and there should not be any cracks around hinges, locks or striker plates.

9.10.2 **Windows** – should operate to specification. Windscreens should not be cracked, starred, or have any visual deformity, so as to impair driver vision.

9.10.3 **Oil leaks** – the vehicle must not suffer from an oil leak.

9.10.4 **Mirrors** – the minimum requirement is for one centrally mounted interior mirror and an exterior mirror on both off and near side. They must be in good condition with no cracks in the glass nor have reflectors badly corroded.

9.10.5 **High Visibility clothing** A high vis vest or jacket must be kept in the vehicle at all times to assist in the case of break down or emergency. High-vis wear is also required to be worn by all visitors to the Council's garage facilities.

9.11 Luggage

9.11.1 The boot or luggage compartment must be of sufficient size to carry a reasonable amount of luggage relative to the seating capacity.

- 9.11.2 The boot or luggage compartment must be separated from the passenger compartment by a suitable barrier without obstructing any emergency exit

9.12 Maintenance and condition of the vehicle

- 9.12.1 Vehicles shall be liable to be inspected and tested at any time. If upon inspection it is discovered that a vehicle is not being properly maintained, or kept in good order, a notice may be served on the owner to this effect, setting out the defects to be remedied.

If public safety is compromised by the defects, then further use of the vehicle may be prohibited until the defects have been addressed and the vehicle has successfully undergone a further inspection.

9.13 CCTV

- 9.13.1 The Licensing Authority recognises that there are benefits to the trade (as well as passengers) where CCTV is installed in licensed vehicles.

Proprietors of licensed vehicles are responsible for ensuring that installed CCTV conforms to relevant legislation. See **Appendix O** for CCTV Policy

9.14 Meters

- 9.14.1 All hackney carriages must be fitted with an approved taximeter. Meters must be installed and calibrated by a competent person approved by the taximeter company. The meter must be calibrated to the Council's current table of tariffs, set by the Licensing Authority.

Meters must be maintained in a proper order and condition and it is the responsibility of each proprietor to ensure that the meter is set to the current tariff. The proprietor is also responsible for ensuring that the meter is re-calibrated to reflect the change.

Any seal placed on a meter must not be tampered with.

Private hire vehicles may be fitted with a meter but this is not a requirement of licence. If a private hire vehicle is fitted with a meter, it should not display the words "for hire" unless this wording cannot be viewed from outside of the vehicle.

The Licensing Authority do not consider GPS devices as suitable replacements for taxi meters for use in Hackney Carriages

9.15 Licence plates, signage and door stickers

- 9.15.1 Unless an individual vehicle exemption has been granted for a private hire vehicle, Council licence plates must be securely affixed to the

licensed vehicle using Council supplied brackets at all times. Magnetic, adhesive or Velcro fittings must not be used.

The internal plate MUST also be fixed to the inside of the front windscreen using the clear pouch provided. The internal plate must be placed in the bottom left corner of the windscreen where it can be easily read by passengers and those outside the vehicle.

Failure to attach the licence plates in the approved manner may result in suspension of the vehicle, to allow the proprietor to correctly fix the issue.

A sign must also be affixed to the vehicle indicating that smoking is not permitted in the vehicle.

9.15.2 **Additional signage - private hire vehicles**

Unless an individual exemption has been granted for the vehicle (executive vehicles only, working solely on contracts with specific conditions attached to the licence), self-adhesive identification signage must be affixed to each of the rear passenger door panels of the vehicle. Only signage approved and supplied by the Licensing Authority may be used, as they identify the licensing authority and the legal requirement for all journeys undertaken in the vehicle to be pre-booked.

These must be displayed at all times and NOT altered in any way or removed at any time whilst the vehicle is licensed. These signs must not be fixed using magnets, Velcro or adhesive tape.

Failure to display the Licensing Authority door stickers in the approved manner may result in suspension of the vehicle until the matter is rectified, and failure of a vehicle test.

9.15.3 **Executive chauffeured vehicles**

Provided that they have received written consent from the Licensing Authority, professionally chauffeured vehicles may, in certain circumstances, not be required to display the external vehicle licence plates but must comply with the display of the internal plate, as above. See **Appendix K** for executive hire vehicle specification and conditions. There are also specifications and conditions that are attached to any vehicle that is classed as a limousine which are provided at **Appendix J**. Such vehicles are not required to display the door signage.

9.16 **Roof signs**

- 9.16.1 Hackney carriage vehicles must be fitted with an illuminated external sign positioned on the roof of the vehicle. It must display the word "TAXI" to the front and may have the company name/phone number/TAXI on the rearward facing side. The roof sign and lettering shall be of an appropriate size to enable it to be read clearly from a distance of 5 metres.

The roof sign must be adequately secured either directly to the roof by suitable magnets or other means, or by mounting on a single roof bar and secured by bolts, straps, or clamps.

A Minibus, MPV or transit style vehicle not able to be fitted with an appropriate roof sign, shall have the word "Taxi" displayed on the front and rear of the vehicle so that they can be clearly identified as a hackney carriage.

At all times that the Licensed Hackney Carriage is available for hire, the roof sign will always be illuminated with an internal light source so that it is clearly visible to customers. The light must comply with the requirements of vehicle lighting regulations when illuminated.

Roof signs must not be fitted to any Private Hire Vehicles.

9.17 Disability access

- 9.17.1 Where a vehicle is utilised for the carriage of passengers in a wheelchair, the following conditions shall apply:

(i) Access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus.

(ii) Wheelchair internal anchorage must be of the manufacturer's design and construction and secured in such a position as not to obstruct any emergency exit.

(iii) A suitable restraint must be available for the occupant of a wheelchair.

(iv) Access ramps or lifts to the vehicle must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper.

(v) Ramps and lifts must be securely stored in the vehicle before it may move off.

Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307). Any such equipment must be maintained in good working order and be available for use at all times when the vehicle is operating.

Where a vehicle is designated and licensed as a wheelchair accessible vehicle, the proprietor shall ensure that any driver of that vehicle has received sufficient training to load and convey wheelchair passengers. The driver of such vehicle must pass the accredited course identified by NFDC. An enhanced driver badge will then be issued to confirm that they have received the required training.

9.18 Vehicles powered by liquid petroleum gas (LPG)

9.18.1 An applicant who applies for a licence for a vehicle that has been converted to run on LPG is required to produce, prior to a licence being issued, a certificate issued by a member of the LPG Association. This should confirm satisfactory installation, examination and testing of the vehicle in accordance with LPG Association Code of Practice; and that the vehicle is therefore considered safe.

If an LPG conversion involves installation of an LPG fuel tank in a vehicle's boot space (and possible relocation of the spare wheel) it shall be a requirement that an amount of space shall remain free for the stowage of a reasonable amount of luggage. Any spare wheel displaced as a result must be stowed in a location that does not impinge on the passenger carrying area of a vehicle.

9.19 Tinted windows

9.19.1 Only windows tinted during the build of the vehicle (factory fitted) are permitted to be used on a licensed vehicle and only rearward of the driver. Film added post manufacturer must be removed.

Any window tint must comply with relevant UK legislation ([Tinted vehicle windows: the law - GOV.UK](#)).

9.20 Changes

9.20.1 Any change affecting a licensed vehicle must be notified to the Licensing Authority within 14 days of the change.

When the holder of a vehicle licence wishes to transfer the licence to another person, he must notify the Licensing Authority in writing before such change takes place. Failure to do so is likely to result in the refusal to renew the licence.

Appendix G - Licence conditions-dual driver

1.0 Driver badge and licence

- 1.1 A licensed driver must always wear the Licensing Authority's driver identity badge, when working in a licensed vehicle. It should be clearly visible to passengers.
- 1.2 Loss of a driver's badge must be reported to the Licensing Authority as soon as reasonably practicable and in any case within 48 hours. The driver must immediately obtain a new driver's badge for which a fee will be charged. If the original badge is then found, it must be returned to the Licensing Authority.
- 1.3 If the Licensing Authority has suspended or revoked the driver's licence, the badge must be returned to the Licensing Authority within seven days of receipt of the written notification.

2.0 Change of details/circumstances

- 2.1 Upon ceasing employment as a licensed driver, the licence holder must notify the Licensing Authority in writing, within seven days. (notification by email is accepted). The driver badge must be returned to the Licensing Authority when surrendered.
- 2.2 Any change of address must be notified in writing (email is acceptable) within seven days of the change.
- 2.3 The driver shall notify the Licensing Authority within 48 hours of an arrest, charge, receipt of a summons or fixed penalty notice, ASBO, conviction or police caution for any offence.

In addition, all motoring convictions must be reported to the Licensing Authority within 48 hours of receiving written notification of the penalty.

- 2.4 The licence holder must notify the Licensing Authority within seven days if they change private hire operator.
- 2.5 The driver must report to the Licensing Authority any accident or incident involving a licensed vehicle under their control as soon as is practicable. However, where the vehicle has suffered accident damage that materially affects the performance or appearance of the vehicle, or the comfort or convenience of fare paying passengers, the driver must notify all parties as soon as possible and no later than 72 hours after the accident or incident.

3.0 Health of the driver

- 3.1 Drivers must inform the Licensing Authority without delay about the onset or worsening of any health condition likely to cause him/her to be a source of danger to the public when driving either now or in the future.
- 3.2 Drivers who are in doubt about whether their health condition is one which should be reported, should consult their doctor.

4.0 Animals

- 4.1 A driver must not carry any animal, which belongs to or is in their care in the licensed vehicle whilst carrying passengers.
- 4.2 Unless in receipt of an exemption certificate, a driver must carry assistance dogs without additional charge. Assistance dogs include guide dogs, hearing dogs for the hard of hearing, and other dogs which assist disabled people with an impairment or medical condition.
- 4.3 Other animals in the custody of passengers may be carried, at the driver's discretion, provided they are restrained in a safe manner.

5.0 Lost property

- 5.1 The Licence holder shall immediately after the termination of any hiring of a licensed vehicle, or as soon as practicable thereafter, search the vehicle for any property which may have been accidentally left.
- 5.2 Any property accidentally left in a licensed vehicle must (within 48 hours) be handed in to the private hire operator if the journey is booked through an operator, or handed in at a Police Station. If the proprietor is an independent hackney proprietor, a record of the property should be kept, prior to handing into the police.

6.0 Passengers

- 6.1 Where a passenger has cause to complain to a driver about any aspect of the service provided, a driver is encouraged to advise the passenger of their right to make a complaint to the relevant private hire operator (if applicable). They must also make it clear to the passenger that they may refer any complaint directly to the Licensing Authority.
- 6.2 The driver must not carry or permit to be carried in a vehicle, more passengers than the vehicle is licensed to carry.
- 6.3 Where a driver has concerns that could relate to the safety of children and vulnerable persons, they must report those concerns to the relevant authority. If the authority is not known, it can be reported to the Licensing Manager or the Police

- 6.4 The licence holder is required to provide disabled passengers with reasonable mobility assistance and carry their mobility aids at no extra charge.
- 6.5 Drivers must assist with identification of the vehicle, if this is requested by the disabled passenger, be this verbally or visually.
- 6.6 Drivers shall assist passengers with their luggage.
- 6.7 The driver must, if requested by a fare paying passenger, provide a written receipt for any fare paid.

7.0 Meters

- 7.1 Licensed vehicles equipped with a taximeter (compulsory for a hackney carriage but optional for a private hire vehicle) shall operate the taximeter in accordance with the requirements of the conditions. For hackney carriages the taximeter must be used even if it is a pre-booked journey. A lesser fee than the metered fare may be charged. If the journey is undertaken through a service contract or out of the county and the fee is quoted to be less than the metered fare, the hackney carriage would not be required to use the taximeter.
- 7.2 The driver shall not charge more than the metered fare or the additional fees permitted by the agreed tariffs.
- 7.3 Where taximeters are fitted to vehicles, the driver must not cause the fare recorded to be cancelled or concealed, until the hirer has had an opportunity to examine the meter and has paid the fare (or credit has been given).
- 7.4 The driver must ensure that:
 - the meter is sufficiently illuminated so that when it is in use it is visible to all passengers.
 - the fare or charge is calculated from the point at which the hirer commences the journey and does not exceed that displayed on the meter on the completion of such journey.
 - the correct tariff for that journey is displayed.

8.0 Fares

- 8.1 The driver must not demand from the hirer a fare in excess of any fare previously agreed between the operator and the hirer, or if the vehicle is fitted with a taximeter and no previous agreement as to the fare, the fare shown on the face of the taximeter.

9.0 Vehicles

- 9.1 Drivers must not cause any internal or external vehicle licence plate to be concealed from public view whilst the vehicle is licensed.
- 9.2 Drivers must ensure that the vehicle is clean and suitable for hire at all times.
- 9.3 A driver must not drive a licensed vehicle if they have reason to believe that the vehicle is in an unsafe, dangerous or in an illegal condition. They must inform the operator or proprietor of the vehicle immediately of any defect arising in the vehicle whilst under his control.
- 9.4 The driver must ensure that the correct motor insurance is in place before the vehicle is driven.

10.0 Conduct of the driver.

The driver shall:

- 10.1 At all times be clean and respectable in dress and person.
- 10.2 Take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by the licence holder.
- 10.3 Not drink or eat in the vehicle whilst passengers are being carried and only when the vehicle is stationary.
- 10.4 Behave in a civil and orderly manner towards all persons including other road users, pedestrians, customers, the general public, other licensed operators and drivers of hackney carriage and private hire vehicles, police officers, licensing officers, Council employees and elected members of the Council.
- 10.5 Not use a hand-held mobile phone whilst driving.
- 10.6 Not smoke or permit passengers to smoke in their vehicle (this includes the use of electronic cigarettes / vaporisers).
- 10.7 At no time cause or permit noise emitted by any radio or other device in the vehicle, to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
- 10.8 Be punctual and on time for bookings unless delayed/prevented from doing so by some sufficient/reasonable cause.
- 10.9 Drivers must cooperate fully with requests from Police Officers, authorised officers and authorised Officers from other Licensing areas.

Additional conditions to be observed when driving a Hackney Carriage Vehicle

11.0 The driver of a hackney vehicle shall:

- 11.1 Ensure that the “for hire” sign is visible and switched on when standing or plying for hire.
- 11.2 At the commencement of the journey ensure the sign is not illuminated and the taximeter is activated for the length of the journey.
- 11.3 The driver of the hackney carriage vehicle shall not demand a fare in excess of that shown on the taximeter.

Additional conditions to be observed when driving a Private Hire Vehicle

12.0 The driver of a private hire vehicle shall not:

- 12.1 a) Wait in a private hire vehicle at any public place, other than in connection with a pre-arranged booking.
 - b) tout or solicit on a road or any other public

“Road” means any highway, or any other road to which the public have access, including bridges over which a road passes.

“Public place” includes car parks attached to public houses, clubs, night clubs, restaurants and any other places of entertainment.
- 12.2 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.

Appendix H – Licence conditions- Private hire vehicle

1. The vehicle must not be licensed as either a hackney carriage or a private hire vehicle by any other Licensing Authority.
2. The maximum number of passengers as stated on the licence and vehicle plate must not be exceeded.
3. The external licence plate issued by the Council must be fixed to the rear of the vehicle at all times. External plates must be securely attached to the rear of the vehicle using only the Council approved bracket and fixings supplied.
4. The internal licence plate, which identifies the vehicle as a private hire vehicle must be attached to the inside of the windscreen using the adhesive pouch provided and must be visible to passengers inside the vehicle and those outside.
5. A pair of door stickers issued by the Council must be fixed on the upper part of each rear passenger door panel. The door stickers indicate that the vehicle may only accept pre-booked journeys and illustrate the issuing authority. The positioning of the sign shall not obstruct the opening of the door.
6. The licensed vehicle must display no-smoking signs in accordance with the Health Act 2006.
7. All signs and licence plates issued remain the property of the Council. On surrender, suspension or revocation of the vehicle licence, the licence holder must return the external and internal plates and door stickers within seven days to the Council. In addition, any expired plate must be returned to the Council, within seven days of expiry.
8. The use of electronic communications equipment in the vehicle, other than is necessary for communication between the vehicle and its control/operations centre is prohibited.
9. No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the written approval of the Council at any time whilst the licence is in force.
10. The proprietor of a private hire vehicle shall not allow the vehicle to be driven by any person who does not hold a current dual driver licence issued by New Forest District Council.

11. There shall be a policy of insurance, or such security as complies with the requirements of Part IV of the Road Traffic Act 1972 during the currency of the hackney carriage vehicle licence. This must be produced to an authorised officer if requested.
12. The vehicle licence and conditions must be available for inspection at all times on request by any authorised officer of the Council or any Police Officer.
13. If required by an Officer, the proprietor shall present the private hire vehicle for inspection and testing at the Council's authorised facility.
14. The vehicle and all its fittings and equipment shall be kept in an efficient, safe, tidy and clean condition. All relevant statutory requirements and regulations shall be fully complied with.
15. All licensed vehicles shall comply in all respects with the vehicle specifications as outlined in the vehicle specification in the Hackney Carriage and Private Hire Policy.
16. Any proprietor of a private hire vehicle shall report to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence of any accident to such private hire vehicle which causes damage or materially affects the appearance or comfort of passengers.
17. The proprietor(s) shall inform the Licensing Authority in writing of any change of address, name, or contact details within seven days.
18. The proprietor(s) must inform the Licensing Authority in writing of any conviction or caution imposed within seven days of receiving it.
19. No material alteration or change in the specification, design, condition, or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.
20. Advertisements for both self and third parties is permitted on hackney carriage vehicles, subject to approval by the Licensing Manager.
21. The proprietor shall not display or permit to be displayed on or from a private hire vehicle any sign or notice which consists of or includes the word "taxi" or "cab" whether in singular or plural or "for hire" or any word of similar meaning or appearance to any of these words.
22. A private hire vehicle must not be used to ply for hire from a taxi rank, or in any other such manner which may give members of the public the impression that it is a hackney carriage.

23. The licensed vehicle must not be a London type taxi or any other type of vehicle constructed solely or primarily for use as a hackney carriage or be of such design or appearance as to be able to lead any person to reasonably believe that the vehicle is a hackney carriage.
24. The proprietor shall not cause or procure any other person to tout or solicit on a road or other public place, any person to hire or be carried for hire in a private hire vehicle.

"Road" means any highway, or any other road to which the public have access, including bridges over which a road passes.

"Public place" includes car parks attached to public houses, clubs, night clubs, restaurants and any other places of entertainment.
25. Any passenger wishing to be accompanied by their assistance dog must not be refused unless the driver holds an exemption, issued by the Licensing Authority. No additional fee may be charged for the carrying of an assistance dog.
26. The Licensing Authority must be notified of a transfer of the vehicle within 14 days.
27. At all times the licensed vehicle may only be driven by a person who holds a New Forest District Council driver licence.
28. Any vehicle designated as a Wheelchair Accessible Vehicle (WAV) may only be driven by a NFDC driver designated as a WAV licensed driver, when carrying passengers.

The Licensing Authority may suspend, revoke or refuse any licence in respect of a private hire vehicle for any reasonable cause, including that the vehicle is unfit for use as a licensed private hire vehicle.

Appendix I – Licence conditions-Hackney carriage vehicle

1. The vehicle must not be licensed as either a hackney carriage or a private hire vehicle by any other Licensing Authority.
2. The maximum number of passengers as stated on the licence and vehicle plate must not be exceeded.
3. The external licence plate issued by the Council must be fixed to the rear of the vehicle at all times. External plates must be securely attached to the rear of the vehicle using only the Council approved bracket and fixings supplied.
4. The internal licence plate, which identifies the vehicle as a hackney carriage vehicle must be attached to the inside of the windscreen using the adhesive pouch provided and must be visible to passengers inside the vehicle and those outside.
5. The licensed vehicle must display no-smoking signs in accordance with the Health Act 2006.
6. All signs and licence plates issued remain the property of the Council. On surrender, suspension or revocation of the vehicle licence, the licence holder must return the external and internal plates within seven days. In addition, any expired plate must also be returned to the Council, within seven days of expiry.
7. The use of electronic communications equipment in the vehicle, other than is necessary for communication between the vehicle and its control/operations centre is prohibited.
8. No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the written approval of the Council at any time whilst the licence is in force.
9. The proprietor of a hackney carriage vehicle shall not allow the vehicle to be driven by any person who does not hold a current dual driver licence issued by New Forest District Council.
10. There shall be a policy of insurance, or such security as complies with the requirements of Part IV of the Road Traffic Act 1972 during the currency of the hackney carriage vehicle licence. This must be produced to an authorised officer if requested.

11. The vehicle licence and conditions must be available for inspection at all times on request by any authorised officer of the Council or any Police Officer.
12. If required by an officer, the proprietor shall present the hackney carriage vehicle, for inspection and testing at the Council's authorised facility.
13. The vehicle and all its fittings and equipment shall be kept in an efficient, safe, tidy and clean condition. All relevant statutory requirements and regulations shall be fully complied with.
14. All licensed vehicles shall comply in all respects with the vehicle specifications as outlined in the vehicle specification in the NFDC Taxi Licensing Policy.
15. Any proprietor of a hackney carriage vehicle shall report to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence of any accident to such private hire vehicle which causes damage or materially affects the appearance or comfort of passengers.
16. The proprietor(s) shall inform the Licensing Authority in writing of any change of address, name, or contact details within seven days.
17. The proprietor(s) must inform the Licensing Authority in writing of any conviction or caution imposed within seven days of receiving it.
18. No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.
19. The proprietor shall fix and maintain on the vehicle a sign which bears the words "FOR HIRE" in plain letters at least 1.5 inches in height together with the word "TAXI". The sign should clearly indicate whether or not the carriage is for hire.
20. The proprietor shall ensure that any roof sign fitted to the vehicle which is capable of being illuminated is wired through the taxi meter so that the illumination of the roof sign is controlled by the taxi meter and by no other method.
21. The roof sign must not be illuminated when the vehicle is outside the New Forest District boundary.

22. All hackney vehicles must clearly display the current tariff of fares, set by the Licensing Authority, inside the hackney carriage where it can be read by passengers.
23. A calendar-controlled taximeter must be fitted and must be correctly calibrated, sealed and fully functional and easily visible to passengers.
24. Where a meter is set lower than the Council maximum, a notice shall be displayed in the vehicle clearly displaying the tariff the meter is set to.
25. Any passenger wishing to be accompanied by their assistance dog must not be refused or charged an additional fee.
26. This licence cannot be transferred without the consent of the Licensing Authority.
27. At all times the licensed vehicle may only be driven by a person who holds a New Forest District Council driver licence.
28. Any vehicle designated as a Wheelchair Accessible Vehicle (WAV) may only be driven by a NFDC driver designated as a WAV licensed driver, when carrying passengers.

The Licensing Authority may suspend, revoke or refuse any licence in respect of a private hire vehicle for any reasonable cause, including that the vehicle is unfit for use as a licensed hackney carriage vehicle.

Appendix J - Additional conditions relating to stretched limousines

1.0 Definition

A stretch limousine is defined as a motor vehicle that has been lengthened by the insertion of an additional body section and modified by a coachbuilder to contain luxury facilities and fixtures that is capable of carrying up to but not exceeding 8 passengers.

This will apply to authentic Ford and Cadillac stretch limousines only converted by an authorised company. All other specialist vehicles will be individually considered against the policies of New Forest District Council.

The general conditions imposed by New Forest District Council for PHV Operators, PHV Drivers, and PHV Vehicles will be applicable to the PHV licensing of stretched limousines unless amended by the below provisions.

1. Any person driving a stretch limousine for PHV work will be required to be licensed as a PHV driver with New Forest District Council and all journeys must be booked through a private hire operator licensed by this Council.
2. Once licensed as a private hire vehicle, the limousine will be subject to any other statutory requirements imposed by Part II of the Local Government (Miscellaneous Provisions) Act 1976.
3. Stretch limousines will be regarded as luxury vehicles used for special events. The use of such vehicles for standard PHV work is not considered to be appropriate. Therefore, the type of work undertaken by a licensed private hire stretch limousine will differ **significantly** from that of regular private hire work in that the vehicle will only be licensed for the carriage of passengers for special events. Examples (this list is not exhaustive) of special events are:
 - prom nights
 - theatre trips,
 - hen nights,
 - stag nights,
 - party trips,
 - race days.

Or any other similar event considered by NFDC to be special by its nature.

4. A stretched limousine vehicle will be subject to twice-yearly mechanical examination at intervals to be specified by the licensing authority and at

its authorised testing station(s) to determine its safety and suitability for the type of work for which it is licensed. This will apply to all stretch limousines regardless of age, date of import or date of registration.

Full proof of Department for Transport (DfT) Single Vehicle Type Approval (SVA) will be required at the time of testing.

5. Where applicable, the Vehicle Identification Number (VIN) plate shall display '1L1' to confirm conversion completed by an authorised dealer.
6. Where applicable, the applicant shall confirm, by a badge or other appropriate documentation the conversion dealer.
7. A plate on the door pillar shall confirm the total weight of the vehicle.
8. DVLA V5 or equivalent shall be produced to authenticate registration.
9. Given the increased weight of the vehicle, tyres of the correct weight and size rating must be used at all times. The limousine must be fitted with tyres that meet the appropriate specification for both the size and weight of the vehicle, such as 235/75R-15 108D (BF Load) or 225/70R-16 107T Town Car Limo Tyre (Reinforced).
10. Vehicles may either be left or right-hand drive and fitted with at least 4 doors.
11. The limousine's seating capacity must have been reduced where necessary to a maximum of 8 passengers.
12. The vehicle must not carry more than 8 passengers at any time and for this purpose a babe in arms will be classed as a passenger no matter what their age.
13. There shall be no passengers carried in the front compartment.
14. Lap and diagonal seatbelts must be fitted to all forward and rear facing seats and must be worn at all times by passengers whilst the vehicle is in motion.
15. Every other seat e.g. sideways facing seats shall have fitted a suitable seat belt or restraint and must be worn at all times by passengers whilst the vehicle is in motion.

16. Stretched limousines with heavily tinted glass in the windows behind the driver's cockpit will be considered for licensing. Glass in the driver cockpit must satisfy the current legal requirements. Tinted glass shall conform to the legal requirements as laid down by the Vehicle Operators Services Agency (VOSA).
17. An appropriate insurance policy must be in place which covers use of the vehicle for hire and reward.
18. Alcohol shall not be provided in the vehicle unless the operator holds an appropriate licence under the Licensing Act 2003 permitting the sale or supply of the same.

Alcohol shall only be served whilst the vehicle is stationary and afterwards, all bottles shall be placed in a secure receptacle.

If any passenger is below the age of 18, there shall be no alcohol on the vehicle.
19. The driver shall not play or permit the performance of any media which, because of its age restricted classification or its content, is unsuitable for the age of the passengers in the vehicle (based on the age of the youngest passenger).
20. No signs, notices or any other markings will be displayed on or in the vehicle without the written permission of the Licensing Authority.
21. In any advertisement publicising their limousine service, the operator must state that the vehicle is only licensed to carry 8 passengers and such a sign must be displayed within the passenger compartment of the vehicle.

Appendix K - Executive hire plate exemption

Section 75(3) Local Government (Miscellaneous Provisions) Act 1976-exemption from displaying plates notice.

1.0 Statement

The aim of this policy is to ensure public safety whilst taking a balanced approach to licensing requirements. Its objective is the provision of an exemption to allow 'executive vehicles' to operate without displaying external identification plates.

2.0 Introduction

The displaying of the external identification plate on a licensed vehicle and a driver's badge is important in terms of public safety and reassurance. They indicate to the travelling public that prior to being licensed both the vehicle and the driver have been subjected to checks to ensure the safety of the public.

However, there are occasions when the requirement to display an external identification plate may have the opposite effect in terms of customer safety and could have commercial implications for the operating business. The display of Licensing Authority licence plates externally may also deter some corporate customers from using the service; and in some circumstances the identification of the vehicle as a licensed vehicle may allow "high risk" passengers, such as public figures, to be more readily targeted putting both them and the driver at risk.

The Local Government (Miscellaneous Provisions) Act 1976 requires that private hire vehicles display an identification plate (licence plate) and drivers of those vehicles wear a driver's badge. The same legislation also allows New Forest District Council to exempt vehicles from the need to display a licence plate and, where that exemption applies, the requirement for the driver of that vehicle to wear a driver's badge.

It is not intended that all private hire vehicles licensed by New Forest District Council should be exempt from the Council's requirement to display an external identification plate and rear door sign, however the Council recognises that there may be circumstances when it would be appropriate for vehicles operating the type of service to be considered suitable for such an exemption.

The type of work undertaken must be exclusively "executive style" in nature i.e.:

- Contracts with senior personnel of large companies to carry Managing Directors or their clients.
- Contracts with national or local government, or similar agencies, to carry senior personnel and guests on official business.
- The carriage of well-known personalities such as sports or 'pop' stars.

The above list is indicative, but not exhaustive.

Evidence must be produced to confirm the nature of the bookings undertaken.

3.0 Applications

Application to exempt the display of external vehicle licence plates, may be in respect of individual vehicles only. Applications for exemptions relating to a fleet of vehicles are not permitted.

Each application will be assessed on its own merit by the Licensing Manager and each vehicle will be inspected by an authorised officer, to ensure that it is fit for purpose.

Applications may only be made by a person holding a private hire operator's licence issued by New Forest District Council.

Where a proprietor wishes to make an application for a vehicle to be exempt from displaying an external identification plate a separate application form will be required.

The Licensing Authority requires applicants to provide additional documentation, such as contracts with clients or correspondence where clients have expressly wished to hire un-plated vehicles. This documentation will form part of the decision. Where such documentation is not provided to the satisfaction of the Licensing Authority, the application will be refused.

The exemption notice will expire on the same day as the expiration of the private hire licence, unless it is otherwise surrendered or revoked.

Exemption notices may be renewed annually subject to an inspection by a Licensing Officer, to ensure that it continues to be fit for purpose and within policy.

The Licensing Authority will determine any application for an exemption notice by virtue of this policy delegated to the Council's Licensing Officers.

In the event of an applicant being dissatisfied with the decision of the officer, the applicant may make a written application for a review of the decision by a Licensing Sub Committee.

All vehicles granted an exemption notice must, comply with the requirements for private hire vehicle, in addition to the requirements of this policy.

4.0 Vehicles

In creating this policy, New Forest District Council does not seek to provide a definitive list of vehicles it considers to be suitable (subject to use) for exemption from the requirement to display external identification plates.

This policy provides guidance to potential applicants on the standards of vehicle comfort and equipment that the Authority considers should be the minimum standard of comfort and vehicle type before such application would be considered. This policy should be read in conjunction with the policy relating to private hire vehicles and establishes additional criteria that the Council (and its officers) will consider when determining applications for a private hire vehicle to be exempt from displaying external identification plates.

Applications for exemptions will be considered where the following vehicle requirements are met:

- The vehicle must be of a high quality both in terms of age, brand and condition.
- Vehicles will be larger than the Ford Mondeo class vehicles and will normally be the accepted luxury brands such as Mercedes Benz, BMW, Jaguar, Rolls Royce, Bentley, Lexus, high specification Range Rovers and Audis. The highest specification executive type cars from other manufacturers may also be considered.
- The vehicle will be in an immaculate condition with no visible defects, dents or blemishes to the external bodywork or internal trim.

5.0 Conditions

The below conditions apply to all private hire vehicles granted an exemption by New Forest District Council from the requirement to display an external identification plate and rear door sign are in addition to the criteria and conditions set out in the private hire conditions.

Additional conditions attached to any private hire vehicle licence which has been granted an exemption to display the licence plate.

- a) The proprietor shall not use the vehicle for private hire purposes other than for executive use (i.e. not for 'normal' airport journeys or daily private hire use).
- b) The licence plate, exemption notice and internal windscreen licence provided by the Council pursuant to requirements of the Local Government (Miscellaneous Provisions) Act 1976 shall remain the property of the Council.
- c) The exemption notice, private hire vehicle plate and the vehicle licence conditions must be carried in the vehicle, at all times and must be produced upon request to an authorised officer of the Council or a police officer.
- d) The internal vehicle identification badge must be displayed at the nearside of the front window of the vehicle, at all times.
- e) A taximeter will not be installed in the vehicle.

- f) The proprietor will not display in, on or from the vehicle any advertisement, signage, logos or insignia advertising the operating company or the vehicle's status as a private hire vehicle.
- g) The vehicle will not be required to display the Licensing Authority's private hire door signage.
- h) In the event of loss or damage rendering such plate or notice unserviceable the proprietor shall make immediate application for a replacement.
- i) The proprietor shall within one working day notify the Council of any change in the use of the vehicle.
- j) The exemption will cease to have effect on the sale or transfer of the vehicle to another party. The person to whom the exemption is granted must inform the council of the sale/transfer of ownership immediately, in writing, and return the exemption notice to Licensing Services.
- k) The driver of the exempted vehicle whilst engaged on private hire work will be smartly dressed in either a formal chauffeur's uniform, business suit or jacket and with collar and tie.
- l) The driver of an exempted vehicle is not required to wear their driver's identification badge but must carry it with them at all times.

Appendix L – Wheelchair accessible vehicles (WAVs)

1.0 Register

In accordance with the Equality Act 2010, a list of WAVs (Hackney Carriage and PHVs) licensed by this Authority is published on the Council's website. This is to assist customers who may be looking for an adapted vehicle, so that they may travel in their wheelchair if they choose.

The list of wheelchair accessible vehicles designated for the purpose of Section 165 of the Act is provided at :

<http://www.newforest.gov.uk/licensing>

2.0 Requirements

In a designated WAV, the driver should not carry any unessential items in the passenger seating area which could prevent a passenger in their wheelchair from travelling while seated in their wheelchair.

Designated WAV drivers must also take necessary steps to carry the passenger in safety and reasonable comfort and provide reasonable mobility assistance when required. No additional charges must be made for carrying out these duties. If the passenger chooses to sit in a passenger seat, the wheelchair and any mobility aids must be safely stored in the vehicle.

3.0 Hackney vehicles

Hackney vehicles that hold licence numbers 1-88 have been granted grandfather rights and do not need to be wheelchair accessible, however all new hackney carriage vehicles must be wheelchair accessible.

Hackney carriage licences numbered 1-88, with grandfather rights, MUST remain licensed at all times. If a licence expires, the plate must be returned, the licence will lapse and may no longer be allocated to a vehicle.

4.0 Drivers of WAVs

Drivers are not permitted to charge an additional fee for transporting a passenger in a wheelchair and if a meter is fitted it must not be activated before, or left running, whilst the driver performs duties required by the Equality Act 2010.

Drivers of vehicles designated as wheelchair accessible, must undergo and pass the specific external course before they are permitted to drive vehicles designated to carry passengers in wheelchairs.

Appendix M – Licence conditions- Private hire operator

NFDC aims to ensure that the private hire and hackney carriage service delivered within the district is of an excellent standard and meets the expectations of customers and the Licensing Authority.

All relevant information will be taken into account when considering the grant of an operator's licence. Should an application be refused, the applicant has a right of appeal in writing within 21 days to the Magistrates Court.

The following conditions will be attached to a Private Hire Operator Licence

1.0 Records

1.1 The operator shall keep details of all bookings accepted by them (or another operator) and shall record them on the approved booking system, immediately the booking is received and in the case of m.(below) when the booking is completed. This information must be held for a minimum of six months and be made available for inspection on demand by any Authorised Officer, or Police Officer.

Any computerised systems must be able to produce a printed record of the details specified below to enable the Licensing Authority to check record keeping.

1.2 Information required:

- a. the time and date the booking was made.
- b. the name of the hirer.
- c. the date and time of the pick-up required.
- d. the location of the point of pick-up.
- e. the destination.
- f. the identity of the driver allocated the journey.
- g. the time at which a driver was allocated the booking.
- h. the plate number (or other identification) of the vehicle allocated.
- i. details of any sub-contracted arrangement of the booking.
- j. identity of the person accepting the booking.
- k. the price quoted for the booking.
- l. how the booking was received.
- m. the time the job was completed.

1.3 The operator shall keep the following records relating to all private hire vehicles operated by them:

- a. the registration number of each vehicle operated.
- b. the private hire vehicle licence number of each vehicle operated.

- c. the date of expiry of each vehicle licence.
 - d. the expiry date of the insurance for each vehicle.
 - e. the name of each private hire driver.
 - f. the driver licence number for each driver.
 - g. the date of grant and expiry of each driver licence.
 - h. the dates vehicle and drivers commenced and ceased work for the operator.
- 1.4 The information above must be produced upon request by the Licensing Authority to ensure that licensing records reflect the operator's current fleet.
- 1.5 The operator shall also keep records of the following to assist with accountability of driver:
- a. driver call signs.
 - b. details of when any new driver begins service.
 - c. details of when any driver's service ceases.
 - d. details of any change of address of any driver in service.
 - e. if the operator becomes aware that any driver is suffering from any illness, disability or condition which may affect the driver's ability to safely carry out his/her duties, details of that information.
 - f. a copy of the driver's NFDC licence.
 - g. a copy of driver's DVLA licence.
- 1.5 If a booking has been sub-contracted to another operator that is either licensed by NDFC or by another licensing authority, the (original) operator is required to provide the name and contact details of the sub-contracted operator to the hirer. The original operator must also maintain a record of the booking and which operator it has been forwarded to.

2.0 The premises

- 2.1 The applicant must obtain any necessary planning permission required for the operation of a private hire business and the premises and must comply with any conditions attached to that permission. The grant of an operator licence does not override any planning restrictions in place.
- 2.2 If the public have access to the premises, they shall ensure there is public liability insurance in force, which indemnifies against any claim for loss, damage or personal injury by any person using those premises. A copy of the operator licence must also be displayed in the public area of the premise.
- 2.2 Operator's premises where open to the public, shall be kept clean, adequately heated, ventilated and lit with adequate seating for customers.

2.3 The operator shall notify the Licensing Authority in writing within seven days of any change affecting this licence.

2.4 Any change of address will require a new application to be made, to allow for consultation with the planning authority to ensure that the necessary permissions are in place to allow the business to operate from the new premises. A new application must be received before the address is changed.

3.0 Transfer of licence

3.1 The licence is not transferable to another person or entity and the licensed operator may only operate from the premises specified on the licence.

4.0 Drivers and vehicles

4.1 The operator must undertake sufficient checks to satisfy themselves that only suitable drivers and vehicles are used (and continue to be used) in the course of their business. Operators must only use vehicles and drivers licensed by New Forest District Council.

4.2 The operator shall ensure that a certificate of motor insurance covers every private hire vehicle and driver operated by him under the licence, which is compliant with the Road Traffic Act 1988 as regards to the carriage of passengers for hire or reward.

4.3 The operator shall notify the Licensing Authority in writing within seven days of the commencement or termination of any vehicles operated by them.

4.4 The operator shall notify the Licensing Authority in writing within seven days of the commencement or termination of any driver or owner/driver operated by them.

4.5 The operator must accept a booking for, or on behalf of any disabled person if they have a suitable vehicle available.

5.0 Convictions

5.1 The licence holder shall notify the licensing authority in writing within 48 hours of an arrest, charge, receipt of a summons or fixed penalty notice, ASBO, conviction or police caution for any offence.

In addition, all motoring convictions must be reported to the Licensing Authority within 48 hours of receiving written notification of the penalty.

If the operator is a company or partnership, this requirement shall apply if any of the directors or partners.

6.0 Personal Data

- 6.1 The Operator must ensure that all individuals (non-drivers) working in any capacity who have access to booking records (paid or unpaid) have obtained a basic DBS Certificate from the Disclosure and Baring Service before commencing employment. The DBS certificate must be dated within one month before the commencement of employment. Operators must consider any convictions shown on the DBS certificate in line with their policy on employing ex-offenders. The operator should also make their policy on employing ex-offenders available to the Licensing Authority upon request.
- 6.2 The operator must keep a daily record of the names of controllers engaged in the receiving of bookings and despatching of vehicles. These records must be kept for a period of six months and be made available for inspection on demand by any Authorised Officer, or Police Officer. The operator shall be totally responsible for the conduct and actions of controllers engaged in the receiving of bookings and despatching vehicles operated under the private hire operator licence.
- 6.3 The Operator must keep up to date records of all individuals working in any capacity (paid or unpaid) and who have access to booking records for the business as follows:
 - a. full name.
 - b. address.
 - c. date of birth.
 - d. contact details (phone and email)
 - e. DBS issue date and certificate number.
 - f. start and finish dates of employment.
 - g. job title.
- 6.4 The Operator 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 only those persons who will use it for the purpose for which it has been collected.
- 6.5 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.
- 6.6 The loss of records by theft or otherwise must be reported to the Licensing Authority in writing within 24 hours and also immediately to the police in the event of theft being suspected. You may also need to report the data loss to the Information Commissioner's Office.

7.0 Description of business

- 7.1 The licensed operator shall not, in the name or description of the service at the premises or on any vehicle operated in the course of business, use the

words "taxi"; "cab" or "taxi cab" or any other words or combination of letters so as to lead any person to believe the operator is providing a hackney carriage service.

- 7.2 The licensed operator may only advertise their operation as a taxi provider whilst they are a proprietor of one or more Hackney Carriages licensed by the Council.
- 7.3. The licensed operator shall ensure that any PHV operated under this licence does not display any mark or sign on the licensed vehicle that shall include the word 'taxi' or 'taxis', 'For Hire' or 'cab' or any words of a similar meaning or construction that may suggest the overall appearance of the vehicle is a hackney carriage.

8.0 Lost property

- 8.1 The Licensee shall immediately after the termination of any hiring of a licensed vehicle, or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there.

Any property accidentally left in a licensed vehicle must, (within 48 hours) be handed in to the private hire operator if the journey is booked through an operator.

- 8.2 The Operator must record details of all lost or found property and retain those records for examination for a period of 6 months.
- 8.3 The Operator must make every effort to return the lost property to the owner and retain the property for a suitable period of time to allow for the owner to make their own enquiries.

9.0 Notification of complaints

- 9.1 The Operator shall ensure that details of how a customer may contact the operator in the event of a complaint, are displayed on the operator's website, booking app or in the absence of online booking platform, at the booking office.
- 9.2 The operator must maintain a register of complaints received from members of the public (electronic or hard copy) which specifies all the relevant details of the complaint.
- 9.3 A copy of the complaints register must be available for inspection upon request of an authorised officer of the Licensing Authority. The records must be retained for a period of 6 months.
- 9.4 The Operator must notify the Licensing Authority within 48 hours if the operator receives a complaint about a driver operated by them when it has been identified that the complaint relates to any of the following:

- sexual misconduct, sexual harassment or inappropriate sexual attention,
- racist behaviour,
- violence,
- dishonesty,
- breaches of equality,
- any other serious misconduct (including those that are motoring related, i.e. dangerous driving or drink driving)

Appendix N – Information sharing and data protection

- 1.1 The Council will be the data controller for the personal data that it collects and processes relating to drivers and operators in accordance with its role as the Licensing Authority.
- 1.2 All personal data will be processed in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation ('UK GDPR') and as set out in the Council's Privacy Notice: www.nfdc.gov.uk/privacy
- 1.3 The Council will share information (which may include personal data) internally within the Council and externally with partner organisations including the Police, the Home Office, the Department of the Environment, Food and Rural Affairs (DEFRA), the National Anti-Fraud Network (NAFN), Hampshire County Council, the Driver and Vehicle Standards Agency (DVSA) and the National Fraud Initiative (NFI) where there is a lawful basis to do so. Information sharing aims to ensure effective regulation of the hackney carriage and private hire trade. The Police have powers to disclose information about relevant investigations even before an arrest or conviction is made.
- 1.4 In accordance with the Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022 ('the Act'), the Council will record (and keep updated) any decision:
 - (a) to refuse a person's application for a driver's licence,
 - (b) to refuse a person's application for the renewal of a driver's licence,
 - (c) to suspend a person's driver's licence, or
 - (d) to revoke a person's driver's licence.

on the National Register of Taxi and Private Hire Licence Revocations, Refusals and suspensions (NR3S). The Council will also search for entries on NR3S register before making a decision on a person's application for, or for the renewal of, a driver's licence.
- 1.5 In accordance with the Act, if any Licensing Authority in England has information about a driver licensed by another authority that is relevant to safeguarding or road safety concerns in its area, it must share that information with the authority that issued that driver's licence within the required timescale. Any Licensing Authority provided with such information by another authority must consider whether to suspend or revoke the driver's licence and inform the authority that shared the information of its decision.
- 1.6 The Council, as a public authority, is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004. The Council may be required to disclose information relating to taxi and private hire

licensing in accordance with a request for information. However, an exemption/ exception will apply where that information is the personal data of a driver, vehicle owner, or operator.

- 1.7 The Council is also required to publish and make available for inspection information as part of its public registers relating to hackney carriages, private hire vehicles, taxi drivers, taxi operators and wheelchair accessible vehicles.

Appendix O – CCTV

1.1 The Council does not currently mandate the use of CCTV in vehicles.

1.2 However, it is recognised that the use of CCTV can provide a safer environment for the benefit of taxi/private hire vehicle passengers and drivers by:

- deterring and preventing the occurrence of crime
- reducing the fear of crime
- assisting the police in investigating incidents of crime
- assisting insurance companies in investigating motor vehicle accidents

1.3 Where a driver or operator chooses to install CCTV within a vehicle, they are responsible for ensuring that this is done in accordance with the Data Protection Act 2018, the UK GDPR and guidance issued by the Information Commissioner's Office ('ICO') [Video surveillance \(including guidance for organisations using CCTV\) | ICO](#) and the Biometrics and Surveillance Camera Commissioner's Amended Surveillance Camera Code of Practice [Amended Surveillance Camera Code of Practice \(accessible version\) - GOV.UK \(www.gov.uk\)](#)

Appendix P- Mechanical Inspection Guidance

This has been produced by the NFDC's Transport and Depot Manager to detail checks undertaken during the vehicle inspection.

1. Registration plates
2. Vehicle identification number (VIN),
3. Brakes
4. Steering
5. Steering wheel and column
6. Visibility
7. Lamps, reflectors and electrical equipment
8. Electrical wiring
9. Axles, wheels, tyres and suspension
10. Suspension
11. Body, structure and attachments
12. Other equipment
13. Nuisance
14. Other environmental items
15. Taxi meter
16. Road test
17. Roof signs (Hackney carriages)
18. Private Hire Door Signage

1.0 Registration plates

Registration plates must not:

- be obscured, excessively damaged, deteriorated or delaminated
- have background overprinting
- have any feature or fixing that has the effect of changing the appearance or legibility of any of the characters including the use of tints or films
- have a honeycomb or similar effect background - back lit registration plates may have a honeycomb type construction which should not be confused with a honeycomb effect background

Ensure that the location of any fixing screws or bolts, as well as any delamination of the number plate do not prevent identification of the vehicle by automatic number plate recognition (ANPR) cameras, which 'see' any non-reflective material as being black.

Registration plates may:

- have an optional non-reflective border displayed within the margin which must be:
- be no wider than 6mm and not within 5mm of the characters on vehicles first used before 1 September 2021

- be no wider than 5mm and not within 10mm of the characters on vehicles first used on or after 1 September 2021

Registration plate characters:

- may contain grey, possibly to achieve a 3D or highlighting effect (only on vehicles first used before 1 September 2021)
- may be raised or 3D
- must be the correct size, stroke width and spacing
- must not be italic, sloping or formed using broken or multiple strokes
- must be laid out in the correct format for the age of vehicle
- must be formed using the prescribed font or be substantially similar to the prescribed font - as shown below

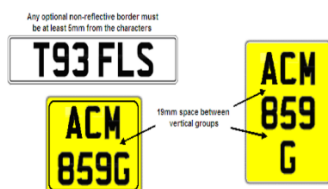
1234567890
ABCDEFGHIJKLMN OPQRSTUVWXYZ

They will only be rejected if the font is obviously incorrect. Registration plates fitted to vehicles must:

- have black characters on a white background when fitted to the front.
- have black characters on a yellow background when fitted to the rear.
- be fitted vertically, or as close to vertical as is reasonably practicable.

Registration plates fitted to vehicles first registered on or after 1 September 2021:

- must be a single shade of black
- may be raised, but the entire surface of the characters, including the sides, must be a single shade of black
- may have an integral raised or depressed border around the number plate periphery, not more than 5mm wide and 2mm high



Registration plates must meet the dimensional requirements shown in the example below. However, the space between a number '1' or a letter 'I' and another character is permitted to be proportionately greater. Vehicles with non-date related plates, such as those issued before 1963 and Northern Ireland

plates must still meet the separation requirement between groups of characters where relevant.



It is a failure if the:

- Number plate is missing or so insecure that it is likely to fall off
- Number plate is showing an incorrect registration
- Number plate does not conform to the specified requirements

2.0 Vehicle identification number (VIN)

The vehicle must display a legible vehicle identification number.

Vehicles may have the VIN displayed in more than one location, but only one VIN is required to be complete and legible.

It is a failure if :

- The VIN is missing or cannot be found.
- The VIN is incomplete, illegible or obviously falsified.
- More than one different VIN displayed.

3.0 Brakes

Brake condition and operation, service brakes, secondary brakes, parking brakes, anti-lock braking system (ABS), electronic braking system (EBS) and brake fluid rules and inspection. All must be in good working order and effective.

Service brake pedal or hand lever condition and travel

A brake pedal – rubber pad, grooved or with raised grip section should not be worn smooth. It is a failure to have a worn smooth brake pedal.

However, if a brake pedal was manufactured with one that does not have grooves or anti-slip material, it is not a failure. Often a vehicle is fitted with an aftermarket brake pedal rubber.

A vehicle will be failed for insufficient reserve if the pedal is touching the floor.

It is a failure if:

- There is insufficient reserve travel.
- It is not releasing correctly.
- Functionality of the brakes are affected.
- The anti-slip provision is missing, loose or worn smooth.

Parking brake lever or control

A parking brake lever will be failed if it has obvious excessive travel.

Electronic parking brakes must be maintained in operation by direct mechanical means, even though they are applied electronically.

It is a failure if the:

- Ratchet is not holding correctly.
- Parking brake lever pivot or ratchet mechanism is obviously worn to the extent that the brake may inadvertently release.
- Parking brake lever has excessive movement.
- Parking brake control is missing, defective or inoperative.
- Electronic parking brake indicates a malfunction.

Brake servo units and master cylinder (hydraulic systems)

Hydraulic brake fluid level checks are confined to transparent reservoirs or where an indicator is fitted.

It is a failure if the:

- Brake servo is:
 - (i) defective or ineffective
 - (ii) inoperative
- Master cylinder:
 - (i) defective but brake still operating
 - (ii) leaking
- Master cylinder is insecure
- Brake fluid is below minimum mark
- Brake fluid level warning device is incorrectly functioning

Rigid brake pipes

The tester will check the condition of the metal brake pipes. Chafing, corrosion or damage to a rigid brake pipe, resulting in its wall thickness is reduced by 1/3 (approximately 0.25mm for typical hydraulic brake pipes) will be failed.

Repairs to the pressure lines of hydraulic brake systems are unacceptable unless suitable connectors are used. Compression joints of a type using separate ferrules are not suitable.

Unacceptable repairs to brake lines will be failed.

It is a failure if:

- The brake pipe is at imminent risk of failure or fracture.
- A brake pipe or connection is leaking.

- The brake pipe is damaged or excessively corroded.
- The brake pipe is:
 - (i) inadequately clipped or supported
 - (ii) likely to become detached or damaged.

Flexible brake hoses

A hose, which is excessively damaged or chafed, exposing the reinforcement will be failed.

It is a failure if the:

- Brake hose is damaged and likely to fail.
- Flexible brake hose is excessively damaged, deteriorated, chafed, twisted or stretched.
- Brake hoses or connections are leaking.
- Brake hose is bulging under pressure.
- Brake hose is porous.
- Brake hose ferrules are excessively corroded and likely to fail.

Brake linings and pads

It is a failure if the:

- Brake lining or pad is:
 - (i) worn down to the wear indicator
 - (ii) worn below 1.5mm
- Brake lining or pad is contaminated with oil, grease etc.

Brake discs and drums

If the brake disc or drum is significantly worn it will be failed. Brake judder felt from inside the vehicle from the steering wheel or foot pedal will also be a failure.

It is a failure if the Brake disc or drum is:

- Significantly and obviously worn.
- Insecure, fractured or otherwise likely to fail.
- Juddering or vibrating from inside

Load sensing valve

It is a failure if the:

- Load sensing valve linkage is defective or seized

4.0 Steering

Mechanical condition, steering wheel and column, steering play and electronic power steering (EPS).

Steering gear condition

To check the condition of the steering gear:

It is a failure if:

There is excessive roughness in operation of steering

- The sector shaft is:
 - (i) twisted or splines excessively worn
 - (ii) twisted or splines worn to the extent that functionality is affected
- The sector shaft is:
 - (i) excessively worn
 - (ii) worn to the extent that functionality is affected
- The Sector shaft:
 - (i) has excessive movement
 - (ii) has movement so excessive that functionality is affected
- The steering box is:
 - (i) leaking oil
 - (ii) leaking to the extent that oil is dripping

Steering gear security

'Steering gear' refers to any steering rack, box, relay or intermediate drop arm pivot housing.

It is a failure if the:

Steering gear casing is:

- (i) not properly attached
- (ii) retaining devices dangerously loose or relative movement to chassis/bodywork visible

- Steering gear casing fixing holes in the chassis are:
 - (i) elongated
 - (ii) elongated to the extent that attachment is seriously affected
- Steering gear fixing bolts are:
 - (i) missing or ineffective
 - (ii) missing or ineffective to the extent that attachment is seriously affected
- Strength or continuity of the load bearing structure within 30cm of any steering component mounting (a 'prescribed area'):
 - (i) is significantly reduced or inadequately repaired
 - (ii) is so weakened that control of the vehicle is likely to be adversely affected

Steering linkage condition

Movement due to excessive wear will be a failure.

Unsafe modifications include:

- welded repairs
- the use of excessive heat to highly stressed components
- modifications likely to affect the roadworthiness of the vehicle

It is a failure if:

- A steering linkage component has:
 - (i) relative movement between components which should be fixed
 - (ii) excessive movement between components or likely to become detached
- A steering ball joint is:
 - (i) with excessive wear or free play
 - (ii) worn to the extent there is a serious risk of detachment
- A steering linkage component is:
 - (i) fractured or deformed
 - (ii) fractured or deformed to the extent that steering is affected
- A steering linkage retaining or locking device is missing or ineffective
- A track rod or drag link ends are seriously misaligned
- A steering rack gaiter or ball joint dust cover is:
 - (i) damaged or deteriorated
 - (ii) missing or no longer prevents the ingress of dirt etc.

Steering linkage operation

A missing steering lock stop will only be failed if it was fitted as standard.

It is a failure if the:

- Steering linkage is fouling any part of the vehicle
- Steering lock-stop is missing or incorrectly adjusted

Power steering

It is a failure if the:

- Power steering fluid is leaking or the system is malfunctioning
- Power steering fluid:
 - (i) level is below minimum mark
 - (ii) reservoir is empty
- Power steering:
 - (i) is inoperative
 - (ii) is inoperative and steering adversely affected

- Power steering pipe, hose or wiring:
 - (i) is excessively damaged or corroded
 - (ii) is damaged or corroded and steering adversely affected

5.0 Steering wheel and column

Steering wheel

Must be properly secured.

It is a failure if the:

- Relative movement between the steering wheel and column:
 - (i) indicates looseness
 - (ii) is such that there is a serious risk of detachment
- Steering wheel:
 - (i) retaining device is missing
 - (ii) is likely to become detached

Steering column

There should be no unsafe modifications. These include:

- welded repairs
- the use of excessive heat to highly stressed components
- modifications likely to affect the roadworthiness of the vehicle

It is a failure if there is:

- Excessive movement of centre of steering wheel up or down
- Excessive radial movement between the top of the steering column and the shaft indicating an excessively worn top bearing
- Excessive wear or play in a universal joint or a flexible coupling excessively deteriorated
- Excessive wear or play to steering head bearings

Steering play

Steering wheel free play should not be more than:

- 13mm for rack and pinion steering, or 48mm if there are several joints between the steering wheel and the rack
- 75mm for non-rack and pinion

It is a failure if the:

- Free play in the steering, measured at the rim of the steering wheel is:
 - (i) excessive
 - (ii) excessive to the extent that safe steering is affected

Electronic power steering (EPS)

For the purpose of an inspection, electronic power steering includes any steering system that incorporates an electric motor to control or assist the steering.

It is a failure if the:

- EPS indicates a system malfunction
- Electronic power assistance is not working

6.0 Visibility

This refers to the field of vision, bonnet catches, condition of the glass, the view to the rear, windscreen wipers and windscreen washers.

The following are considered a failure if they seriously restrict the driver's view:

- Signs to indicate when the vehicle is 'for hire'
- 'Official' stickers, such as parking and disabled permits
- Sun visor on the driver's side that cannot be stowed in the 'off screen' position
- Windscreen wipers that automatically stop in a position obscuring the view

It is a failure if:

- There is an obstruction:
 - (i) within the driver's field of view that significantly affects his view in front or to the sides outside the swept area of windscreen
 - (ii) that significantly affects the driver's view of the road through the swept area of the windscreen or an obligatory external mirror not visible
- A bonnet:
 - (i) cannot be safely secured in the closed position
 - (ii) is seriously at risk of opening inadvertently

Condition of glass

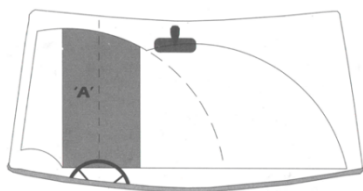
The tester will check for:

- damage in windscreen zone A more than 10mm in diameter
- damage in the remainder of the windscreen's swept area more than 40mm in diameter
- damage to windows on either side of the driver's seat
- Any cracks to the windscreen

- Additional tinting to drivers view windows

Zone A is:

- in the swept area of the windscreen
- 290mm wide
- centred on the steering wheel



Repaired windscreens are judged on whether the repair interferes with vision. An 'invisible' or barely detectable repair, finished flush with the surrounding glass, does not count as damage.

It is a failure if the:

- Windscreen or window is damaged or seriously discoloured, affecting the driver's view of the road or of an obligatory external mirror
- Windscreen or window is excessively tinted. resulting in poor visibility through swept area of the windscreen or of an obligatory external mirror seriously affected
- Windscreen or window is:
 - (i) in an unacceptable condition e.g., due to excessive scratching
 - (ii) in such a condition that visibility through swept area is seriously affected
- (iii) in such condition that the windscreen has a crack

View to rear

Rear view mirrors and indirect vision devices can be any of the following positions:

1. an exterior mirror or device that provides a view along the offside of the vehicle
2. an exterior mirror or device that provides a view along the nearside of the vehicle
3. an interior mirror or device which provides a view to the rear of the vehicle

It is a failure if:

- A mirror is missing
- There is damage to the mirror or it is likely to come loose

Windscreen wipers

If the windscreen or rear wiper is clearly damaged or worn it will fail.

It is a failure if the:

- Wiper is not operating or missing
- Wiper blade is:
 - (i) defective
 - (ii) missing or obviously not clearing the windscreen

Windscreen washers

Washers must provide enough fluid for the wipers to clear the windscreen effectively. Fluid must hit the windscreen above the wipers at the parked position.

It is a failure if the:

- Windscreen washers not working or not providing sufficient fluid to clear the windscreen
- Windscreen washers are not providing fluid to both zone A and B

7.0 Lamps, reflectors and electrical equipment

This section refers to headlamp, position lamps, daytime running lamps, stop lamps, indicators, hazard warning lamps, fog lamps, reversing lamps, lighting 'tell-tales', electrical wiring and battery.

Headlamps

A 'light source' means any bulb, LED or other means of emitting light.

It is a failure if

- A headlamp:
 - (i) with up to ½ light sources are not functioning in the case of LED
 - (ii) is missing, inoperative or more than ½ not functioning in the case of LED
- Headlamp reflector or lens:
 - (i) is seriously defective or missing
- The lamp not securely attached
- The lamp is obviously distorted or cloudy

Switching

Dipped or main beam headlamps must immediately light up when they're switched on (depending on the position of the dip switch).

Headlamps must switch immediately between the main beam and dipped beam when the dip switch is moved. Moving the dip switch must do one of the following:

- extinguish all main beam headlamps and leave on at least one pair of dipped-beam headlamps

- deflect the main beams to make them dipped beams

Dipped beam headlamps can remain on or switch off when the main beam is selected.

It is a failure if the:

- Headlamp 'on' switch does not operate in accordance with the requirements

Compliance with requirements

Mandatory headlamps consist of a matched pair of main beam headlamps and a matched pair of dipped-beam headlamps. These can be separate or a single pair of headlamps.

Lamps are matched if they:

- emit light of substantially the same colour and intensity
- are the same size and shape and that they are symmetrical to each other

The colour of the light headlamps emit must be one of the following:

- white
- predominantly white with blue tinge
- yellow

The tester will assess damaged or repaired lamps for security, colour, light output and durability.

It is a failure if the:

- Headlamp emitted colour, position or intensity is not in accordance with the requirements
- Product on the lens or light source obviously reduces light intensity or changes emitted colour to that other than white or yellow
- Light source and lamp not compatible
- Mandatory headlamps, intended to be a matched pair, are not the same shape, size or colour

Levelling devices

It is a failure if the:

- Headlamp levelling device is inoperative
- Manual levelling device cannot be operated from the driver's seat

Headlamp cleaning devices

The tester will inspect vehicles first used on or after 1 September 2009 equipped with headlamp washers.

It is a failure if the:

Headlamp cleaning device is :

- (i) inoperative
- (ii) inoperative in the case of LED or gas discharge systems (HID)

Front and rear position lamps, daytime running lamps and end-outline marker lamps,

This inspection is for:

- mandatory end-outline marker lamps
- daytime running lamps (DRLs) fitted to M1 vehicles first used on or after 1 March 2018

It is a failure if the:

- Lamp is missing, inoperative or in the case of a multiple light source more than a half not functioning
- Lamp has a defective lens
- Lamp:
 - (i) is not securely attached
 - (ii) is likely to become detached

Switching

It is a failure if the:

- Switch does not operate in accordance with the requirements or the rear position lamps can be switched off when the headlamps are on
- Function of the switch is impaired

Stop Lamps

It is a failure if the:

- Stop lamp(s) are:
 - (i) with a multiple light source
 - (ii) missing, inoperative
 - (iii) all missing or inoperative

Switching

All stop lamps must light up immediately when the brake is applied and switch off immediately when the brake is released.

Vehicles first used on or after 1 January 1971 must have 2 stop lamps, one on each side.

It is a failure if the:

- Stop lamp(s):
 - (i) switch does not operate in accordance with the requirements
 - (ii) switch has a delay in operation
 - (iii) remains on when the brakes are released
- Stop lamp is adversely affected by the operation of any other lamp

Direction indicators and hazard warning lamp

All direction indicators and hazard warning lamps must be amber.

- The side repeater can be part of the front direction indicator if it has one of the following:
 - a wraparound lens marked either with an 'E' mark in a circle or an 'e' mark in a rectangle with a number 5 above it
 - an amber light coming through the front lens when viewed from 1m to the side of the rear bumper

It is a failure if a:

- lens is defective, such that the emitted light is adversely affected
- lamp is:
 - (i) not securely attached
 - (ii) likely to become detached
- Mandatory hazard warning device inoperative

Switching

Hazard warning lamps must operate using only one switch

It is a failure if the:

- Indicator or hazard warning switch:
 - (i) does not operate in accordance with the requirements
 - (ii) is inoperative

Flashing frequency

Indicators must flash at between 60 and 120 times per minute. Semaphore type direction indicators do not need to flash.

It is a failure if the:

- Rate of flashing is not between 60 and 120 times per minute

Front and rear fog lamps

Fog lamps must produce a steady light which is:

- white - for front fog lamps
- red - for rear fog lamps

Rear fog lamps may be combined with the rear position lamps.

It is a failure if a:

- Lens is defective, such that emitted light is adversely affected

Switching

Front and rear fog lamp switches may be combined or independent switches.

The switch or switches must:

- be secure
- be able to be operated from the normal driving position
- operate the fog lamps as intended

It is a failure if the:

- front or rear fog lamp switch is inoperative, or not operating in accordance with the requirements

Reversing Lamps

Reversing lamps must show a white light to the rear. At least one reversing lamp must be fitted.

It is a failure if a:

- front or rear fog lamp switch is inoperative or not operating in accordance with the requirements
- reversing lamp is inoperative
- reversing lamp is defective

Rear registration plate lamps

Registration plate lamps must light up the rear registration plate. Some vehicles may have these lamps fitted behind the number plate.

A 'light source' means any bulb, LED or other means of emitting light.

It is a failure if a:

- rear registration plate lamp is throwing direct white light to the rear
- rear registration plate lamp or light source is missing or inoperative

Rear reflectors

Reflective tape is not an acceptable substitute for a rear reflector.

It is a failure if the:

- Reflector is defective or damaged:
 - (i) by up to 50% of the reflecting surface
 - (ii) by more than 50% of the reflecting surface
- Reflector is:
 - (i) not securely attached
 - (ii) likely to become detached

8.0 Electrical wiring

The tester will carry out a visual inspection of the electrical equipment

It is a failure if the:

- Electrical wiring is:
 - (i) insecure or inadequately secured
 - (ii) insecure and in contact with sharp edges or connectors likely to become disconnected
 - (iii) likely to touch hot or rotating parts, drag on the ground or the connectors for braking or steering are disconnected
- Electrical wiring is:
 - (i) slightly deteriorated
 - (ii) so damaged or deteriorated it is likely to cause a short-circuit
 - (iii) extremely deteriorated for braking or steering components
- Electrical wiring insulation is:
 - (i) damaged or deteriorated
 - (ii) heavily deteriorated
 - (iii) in such a condition there is an imminent risk of fire or formation of sparks

Battery(ies)

If the batteries are leaking, the tester will refuse to test the vehicle.

It is a failure if the:

- battery is insecure and is likely to fall from the carrier or cause a short circuit
- battery is leaking

9.0 Axles, wheels, tyres and suspension

Axle, wheel bearing, wheel and tyres, tyre pressure monitoring system (TPMS), and suspension (including springs, shock absorbers, and suspension arms and joints)

Axles,

It is a failure if:

- An axle is fractured or deformed

- (b) An axle is:
 - (i) insecure or with loose fixing bolts
 - (ii) insecure such that stability is impaired, or functionality affected
- An axle is:
 - (i) with an unsafe modification
 - (ii) modified so that vehicle stability is impaired, or axle functionality affected

Stub axles

It is a failure if the:

- stub axle is fractured
- stub axle swivel pin and/or bush:
 - (i) is excessively worn
 - (ii) is so excessive the stub axle is likely to become insecure or directional stability is impaired
- Movement between the stub axle and axle beam:
 - (i) is excessive
 - (ii) is insecure or directional stability is impaired

Wheel bearings

It is a failure if the:

- wheel bearing has:
 - (i) excessive play
 - (ii) play so excessive it is likely to break up or directional control impaired
- wheel bearing is:
 - (i) excessively rough
 - (ii) likely to collapse
- bearing is noisy when rotated

Wheels

Road wheel and hub

It is a failure if the:

- wheel:
 - (i) has a loose or missing wheel nut, bolt or stud
 - (ii) has more than one loose or missing wheel nut, bolt or stud
- spigot mounted wheel hub has been:
 - (i) excessively worn or damaged
 - (ii) worn or damaged to the extent that wheel security is adversely affected

Tyres

The tester will assess a cut in a tyre:

- any ply or cord that can be seen without touching the tyre – fail
- if by folding back rubber or opening a cut with a blunt instrument, so as not to cause further damage, exposed ply or cord can be seen irrespective of the size of the cut – fail
- if a cut which is more than 25mm or 10% of the section width whichever is the greater, is opened with a blunt instrument and cords can be felt but not seen - fail

Tread depth

In simple terms, grooves containing tread wear indicators (TWI), or grooves cut as deep as those containing the wear indicators when new, are considered to be primary grooves, when assessing tread depth.

The 'breadth of tread' is the part of the tyre which can contact the road under normal conditions of use measured at 90 degrees to the peripheral line of the tread.

The primary grooves of the tread pattern must be at least 2mm deep around the entire outer circumference of the tyre.

The tread pattern must be visible over the whole tread area

Tyre pressure monitoring system (TPMS)

The inspection of the tyre pressure monitoring system (TPMS) is for M1 vehicles first used on or after 1 January 2012.

The TPMS warning lamp (see diagram 1) can operate in many ways depending on the vehicle type. If it is clear that the lamp indicates a system malfunction it is a fail. If it indicates that one or more of the tyre pressures is low it is not a fail.

Diagram 1. Example of a TPMS warning lamp



Tyre age

Tyre age is determined by the date code on the sidewall and will be a three or four-digit code. Tyres with a three-digit code will be more than 10 years old.

The code is usually located in a 'window' on the sidewall and may or may not be located at the end of the DOT number (see image below).



The first two digits of the code represent the week of manufacture of the tyre and the second two digits represent the year of manufacture. In the example above, the tyre was manufactured in week 35 of 2016.

Tyres over 6 years old at the time of test are failed if they are on any axle

Tyres not displaying a date code must also a fail

It is a failure if the:

- tyres on the same axle are different sizes
- tyre:
 - (i) with a cut in excess of the requirements is deep enough to reach the ply or cords
 - (ii) has a lump, bulge or tear caused by separation or partial failure of its structure, including any lifting of the tread rubber or with cords exposed or damaged
- Tyre tread depth is not in accordance with the requirements
- Tyre is fouling a part of the vehicle
- Tyre pressure monitoring system is malfunctioning or obviously not working
- Tyre valve seriously damaged or misaligned and likely to cause sudden deflation of the tyre
- Tyres are obviously under inflated

Wheels

The vehicle must be right-hand drive and have a minimum of four approved road wheels and spare tyre provision as provided at vehicle manufacture stage. Replacement alloy wheels are not acceptable.

Wheels should be correctly aligned, joints and bearings free from abnormal wear. All mounting points should be in a sound condition with no undue wear in any associated bushes.

10.0 Suspension

Springs

The tester will check the security of a coil spring to the chassis or axle when jacking and lowering the vehicle. If the spring does not correctly locate when the suspension is returned to its normal running position, then it will fail for being insecurely attached.

Unsafe modifications include:

- welded repairs
- the use of excessive heat to highly stressed components
- modifications likely to affect the roadworthiness of the vehicle

It is a failure if the:

- fixings are loose to the extent that relative movement is visible
- spring component is fractured or seriously weakened

Shock absorbers

A shock absorber will fail if a negligible damping effect becomes evident at any point during the inspection.

It is a failure if the:

- shock absorber is:
 - (i) insecurely attached to chassis or axle
 - (ii) missing or likely to become detached
- shock absorber is damaged to the extent that it does not function or is showing signs of severe leakage
- shock absorber bush is excessively worn
- shock absorber which has a negligible damping effect

Suspension arms, rods, struts, sub-frames, anti-roll bars etc.

Unsafe modifications include:

- welded repairs
- the use of excessive heat to highly stressed components
- modifications likely to affect the roadworthiness of the vehicle

It is a failure if the:

- suspension component is:
 - (i) insecurely attached to chassis or axle
 - (ii) missing, likely to become detached or directional stability impaired
 - (III) excessively damaged or corroded
 - (iv) fractured or likely to fail

Suspension joints, pins and bushes

The tester will assess wear or play in spring pins and bushes using

- a small pinch bard

Wear is excessive if play is more than:

- 2mm for a 12mm diameter pin
- 3mm for a 25mm diameter pin

- 10% of the pin diameter for pins over 25mm diameter

Rear axles

It is a failure if the:

- suspension pin, bush, joint or bearing is:
 - (i) excessively worn
 - (ii) likely to become detached
- suspension joint dust cover is:
 - (i) severely deteriorated
 - (ii) missing or no longer prevents the ingress of dirt etc.

11.0 Body, structure and attachments

Structure and attachments (including exhaust system and bumpers), and body and interior (including doors and catches, seats and floor)

Structure and attachments

General condition

It is a failure if the:

- Main load-bearing structural member is:
 - (i) fractured or deformed such that structural rigidity is significantly reduced
 - (ii) fractured or deformed such that steering, or braking is likely to be adversely affected
- Strengthening plates or fastenings are:
 - (i) insecure
 - (ii) so insecure that structural rigidity is seriously reduced
- Vehicle structure is corroded to the extent that:
 - (i) the rigidity of the assembly is significantly reduced
 - (ii) steering or braking is likely to be adversely affected

Exhaust system

It is a failure if the:

- Exhaust system has a major leak or is insecure
- Exhaust fumes:
 - (i) are entering cabin
 - (ii) are causing a danger to health of persons on board

Fuel system

It is a failure if the:

- Fuel tank, pipe or hose is:
 - (i) insecure
 - (ii) insecure such that there is a risk of fire
- Fuel system is:
 - (i) leaking, or missing or ineffective filler cap
 - (ii) leaking excessively or there is a risk of fire
- Fuel pipe or hose is:
 - (i) chafing
 - (ii) damaged

Bumpers

It is a failure if the:

- Bumper is:
 - (i) insecure or with damage likely to cause injury when grazed or contacted
 - (ii) likely to become detached
- Unsightly damage

Spare wheel

The spare wheel should be present, have a minimum of 2mm across the tyre and be correctly inflated. You must also have the correct tools to change the wheel E.G. Jack, wheel brace, locking wheel nut. If a spare wheel cannot be present an approved inflation kit is required and must be in date.

It is a failure if:

- The Tyre is below 2mm
- The tyre has cut to cords
- The tyre is under inflated
- There is no spare or inflation kit
- The inflation kit out of date or used
- There is no jack
- There is no wheel brace or incorrect size for wheel nuts
- There is a missing locking wheel nut if fitted
- It is an aerosol type inflation

Transmission

It is a failure if the:

- transmission shaft:
 - (i) securing bolts are loose or missing
 - (ii) is likely to become detached
- transmission shaft bearing is :
 - (i) excessively worn
 - (ii) likely to break up

- transmission shaft constant velocity joint boot is :
 - (i) severely deteriorated
 - (ii) missing, split or insecure so that it no longer prevents the ingress of dirt

Engine mountings

Body and interior

Body condition

This inspection is for all vehicles and includes:

- all body panels
- undertrays
- spoilers
- mirror housings

It is a failure if:

- A body panel or body component is:
 - (i) damaged or corroded and likely to cause injury when grazed or contacted, or insecure
 - (ii) likely to become detached
- A boot lid, tailgate, dropside, loading door or access panel cannot be secured in the closed position
- There is accident damage, deep scratches, or it is an untidy looking vehicle
- There is anything that can foul the wheels

Doors and door catches

It is a failure if the:

- A door will not open using the relevant control or close properly
- A door is likely to open inadvertently or not remain closed:
 - (i) in the case of a sliding door
- A door hinge, catch or pillar:
 - (i) is excessively deteriorated
 - (ii) is missing or insecure
 - (iii) Hinge drops when open

Interior

The interior must be clean with no foul odours, torn seats or carpet. It must have no loose or missing trim. The glass must be polished

Floor

It is a failure if the:

- Floor carpet is dirty or has holes

Driver's seat

All seats should be in a good condition and clean

It is a failure if:

- A driver's seat is :
 - (i) with a defective structure
 - (ii) insecure
- A driver's seat:
 - (i) fore and aft adjustment mechanism is not working as intended
 - (ii) is moving inadvertently, or the backrest cannot be retained in the upright position
- Too close to rear seat leaving inadequate leg room

Passenger seats

It is a failure if:

- A passenger seat is:
 - (i) with a defective structure or the backrest cannot be retained in the upright position
 - (ii) insecure
- The seats are torn
- The seats are in an un-clean condition

Driving controls

It is a failure if:

- A driving control necessary for the safe operation of the vehicle is:
 - (i) not functioning correctly
 - (ii) not working or functioning such that safe operation of the vehicle is affected

12.0 Other equipment

Seat belts and restraint systems, airbags, anti-theft devices, horn, speedometer, speed limiter and electronic stability control (ESC) rules and inspection.

Seat belts and supplementary restraint systems (SRS)

Seat belt security

It is a failure if the:

- Strength or continuity of the load bearing structure, within 30cm of any seat belt anchorage (a 'prescribed area'):
 - (i) is significantly reduced or inadequately repaired
 - (ii) anchorage likely to become detached in the event of a collision
- Seat belt anchorage is loose

Seat belt fitment and condition

It is a failure if :

- A statutory seat belt is missing
- A seat belt:
 - (i) or flexible stalk is damaged
 - (ii) webbing or flexible stalk is significantly stretched or weakened
- The seat belt not functioning as intended or of an incorrect type
- The seat belt buckle is missing, damaged or not functioning as intended
- The seat belt retractor is not functioning as intended

Seat belt pre-tensioners

It is a failure if:

- A seat belt pre-tensioner fitted as original equipment is obviously missing or deployed

Airbags

This inspection is for all airbags fitted as original equipment.

It is a failure if:

- An airbag fitted as original equipment is obviously missing
- An airbag is obviously inoperative

Supplementary restraint system (SRS)

It is a failure if the:

- Steering lock is missing or not functioning
- Steering lock is inadvertently engaging

Audible warning (horn)

An audible warning must be loud enough to be heard by other road users.

For vehicles first used on or after 1 August 1973, the sound emitted must be continuous or uniform. It cannot be harsh or grating.

It is a failure if the:

- Audible warning is not working
- Audible warning control is insecure
- Audible warning is not in accordance with requirements

Speedometer

It is a failure if the:

- Speedometer is not fitted where one is required
- Speedometer :
 - (i) operation is impaired
 - (ii) is not working
- Speedometer is :
 - (i) not sufficiently illuminated
 - (ii) not illuminated

Electronic stability control (ESC)

It is a failure if the:

- Wheel speed sensors are missing or damaged
- ESC wiring is damaged
- Other ESC component is missing or damaged
- ESC switch is damaged or not functioning correctly
- ESC MIL indicates a system malfunction

13.0 Nuisance

Noise, exhaust emissions, engine malfunction indicator lamp (MIL) (sometimes called an engine management light or 'EML'), and fluid leak

Noise suppression system

It is a failure if:

- Exhaust noise levels are in excess of those permitted
- Any part of the noise suppression system is:
 - (i) insecure
 - (ii) likely to become detached

14.0 Other environmental items

Fluid leaks

It is a failure if the:

- Fluid is:
 - (i) leaking and/or likely to harm the environment or to pose a safety risk to other road users
 - (ii) leaking continuously and likely to pose a serious risk to road safety
- Below the minimum mark in any fluid level

No smoking/vaping sign

It is a failure if the:

- Sign is missing

15.0 Taxi meter

The meter should accurately record the time and distance covered. It should be set to charge at the Council's current tariff and this should be accurately reflected by way of charges. The meter should be sealed. Vehicles fitted with a meter will undergo a road test on a marked road.

It is a failure if the taxi meter is:

- Inoperative
- Over charging on a marked road
- Not set to the correct rate
- Not sealed

16.0 Road test

On the road test the vehicle will be checked for any unfamiliar noises e.g., crunching into gears while driving, whining gearbox, final drive or suspension knock. You must also check for control e.g., steering feels tight and responsive, brakes do not judder or pull to one side. Clutch does not slip on pulling away. The exhaust will also be checked for excessive smoke.

It is a failure if the vehicle has:

- Noises when changing gears / crunching or jumping out
- A gearbox with differential noise
- Suspension knocking
- Excessive steering free play
- Brakes that judder / pull to one side
- A slipping clutch
- Excessive exhaust smoke
- A gearbox that cannot select all gears

17.0 Roof Sign (Hackney Carriage)

It is a failure if:

- The hackney vehicle is not fitted with an illuminated roof sign of a size and design approved by NFDC Licensing Services.
- The front of the sign has does not have a white background and in black letters and is not a minimum of height of 62.5mm and a maximum of 75mm displaying the word 'TAXI'.

18.0 Private Hire Door Signage

It is a failure if:

- The vehicle is not fitted with the rear door signage specified in the policy and provided by the Licensing Authority, unless an exemption is in place.

Appendix Q – Relevant legislation and statutory guidance

In undertaking its licensing function, the Licensing Authority will have regard to the following legislation and statutory guidance:

- Town Police Clauses Act 1847
- Local Government (Miscellaneous Provisions) Act 1976
- Transport Act 1985
- Environmental Protection Act 1990
- Health Act 2006 and subsequent amendments
- The Equality Act 2010 (amended by the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022
- Data Protection Act 2018
- Immigration Act 2016
- Human Rights Act 1998
- The Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002
- Guidance on the Rehabilitation of Offenders Act 1974 (March 2014)
- The Department for Transport “Taxi and Private Hire Vehicle Licensing Best Practice Guidance” (March 2010)
- Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022
- Deregulation Act 2015
- Road Traffic Act 1988
- Data Protection Act 2018
- The Department for Transport -Statutory Taxi and Private Hire Standards, July 2020
- FTA Hackney carriage and private hire vehicles-National inspection standards-Best Practice Guide August 2012
- The Regulators Code 2014
- Statutory taxi and private hire vehicle standards-updated 2022

New Forest District Council
Licensing Services
Appletree Court
Beaulieu Road
Lyndhurst
SO43 7PA
Email: licensing@NFDC.gov.uk
Website: www.newforest.gov.uk

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Benchmark age NEW vehicles May 2024

APPENDIX 2

| | | | | | | |
|------------------------|--|--------------------------------|---|-----------------------|---|---|
| Basingstoke | BCP | Dorset | East Hants | Eastleigh | Havant | IOW |
| Newer than 3 years old | No more than 3.5 years with less than 50k mileage and euro 6 | None | Less than 5 years old | Less than 7 years | Less than 5 years old. 8 years hybrid and electric | Less than 3 years old or 5 years if fully electric |
| Portsmouth | Reading | Rushmoor (draft policy) | Southampton | Test Valley | Wiltshire | Winchester |
| Less than 3 years old. | No H/C licensed if over 15 years from 2018. New H/C must be less than 8 years from registration. PHV less than 5 years | none | No diesel vehicle with an emissions standard of Euro 5 or lower | Less than 6 years old | H/C + PHV less than 5 years old | Petrol/diesel less than 5 years old. Hybrid/electric less than 8 years old |

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APPENDIX 3

Benchmark other authorities-Existing fleet and renewals

| | | | | | | |
|------------------------|---------------------------|--------------------------------|-----------------------|------------------------------|--|--|
| Basingstoke | BCP | Dorset | East Hants | Eastleigh | Havant | IOW |
| Newer than 3 years old | Euro 6 or higher | None | Less than 5 years old | No vehicle lower than euro 5 | Less than 5 years old. 8 years hybrid and electric | Less than 3 years old or 5 years if fully electric |
| | | | | | | |
| Portsmouth | Reading | Rushmoor (draft policy) | Southampton | Test Valley | Wiltshire | Winchester |
| Less than 3 years old. | No vehicles over 20 years | none | Euro 6 and above | Doesn't specify | H/C + PHV less than 5 years old | Petrol/diesel less 12 years old. Hybrid/electric less than 15 years old |

| | | | | | | |
|--------------------|---------------------|----------------------------|--------------------|-------------------|------------------|--|
| Southampton | BCP | Eastleigh | Test Valley | Wiltshire | Dorset | Reading |
| | 5 years old or less | Over 12 no longer licensed | Up to 12 years | No restriction | None | Up to 15 years |
| | | | | | | |
| Portsmouth | IOW | Fareham | Basingstoke | East Hants | Havant | Winchester |
| 12 years | No restriction | 5 years | Up to 12 years | none | Discretion of LO | 12 years P&D 15 years Hybrid & Electric |

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Comments

Age restrictions for new vehicles

This is a very contentious subject in the taxi and private hire industry, not just in the New Forest but all over the UK so please forgive me but I must make my points and feelings clear.

I need to firstly say that if you neglect your responsibility as our licensing authority by not listening to all stake holders and ploughing through you WILL put the finances of families at risk all over the New Forest which potentially will add increased pressure on the already stretched benefits system to bridge the gap financially as families will simply not be able to survive. This will also majorly effect peoples mental health through stress and worry and will certainly add increased pressures onto the health service when it can simply be avoided. Not all drivers in the New Forest are attached to a company who are supplying them with regular work, most drivers work for themselves and they go to work every single day in order to put food on the table for their families. If you insist on implementing this upper age limit all drivers and drivers families will suffer. Operators will inevitably have to change their vehicles once they become 10 years old and new vehicles are not cheap and so they will have to take out finance, this will suffocate individuals and businesses with extra costs. We are still in the middle of a cost of living crisis where we are all struggling as it is, let alone adding extra costs for vehicles and burdening families with extra costs is going to majorly effect people. Not all operators may even be able to get the finance for new vehicles and so you will be backing them into a corner and they will have to either come out of the industry due to the extra costs or you will force them into operating illegally in order for them to make any money, this obviously has untold effects both on the public and the driver involved. If we put ourselves in the shoes of new potential operators and drivers looking at being licensed in the New Forest, they will go elsewhere due to the tight restrictions in place and so NFDC will be limiting themselves from the potential extra income that comes from new drivers and operators. I note from the GP & L Committee meeting held on 8th March 2024 it was mentioned by the officers that the council need to try and get money back (this is going to be done through an increase in all fees). Surely if NFDC make this major change, new and existing drivers will go elsewhere. This will then mean NFDC will not be able to get as much money back as expected. Drivers and operators looking at coming into the taxi and private hire industry will get licensed with surrounding authorities for a variety of reasons in addition to the points above. If we look at Southampton City Council (SCC), they have a similar policy to the one proposed by yourselves but that's where the similarity's simply stop. Once you step into the SCC authority region there are many more pubs, bars, clubs, restaurants, hotels as well as an extremely large student population from both universities and colleges alike. There is also a European airport as well as 5 international cruise terminals which are all serviced by SCC licensed vehicles. All of these locations are within a circa 8 mile radius of the centre of Southampton and so they are very quick to get another job. Drivers and operators in Southampton therefore have more potential to make money compared to the New Forest area. In the New Forest there is a far bigger area and so a less concentrated amount of venues to service, as you can imagine this has a greater impact on how much money can be made in the New Forest in the same time as it would take in Southampton. Another note to take is that of 'cross border hiring'. In short this is where a driver and vehicle is licensed with one authority but works somewhere else. This is mainly used by certain 'app based' private hire companies. If I once again make note to the same appendix as before "Maintains a professional fleet for local customers and visitors to the area and raises standards". I know for a fact that many tourists as well as local people to the area use the same 'app based' private hire companies. This instantly overrides you're reasoning for this change in policy because drivers and their vehicles can work in the New Forest and so they will be servicing the same customers. Customers do not know and many don't even care where these vehicles are licensed. Many passengers just want to be picked up and taken to their destination and they don't care how they get there. All they worry about it the cost and reliability of the service, this can come from anyone.

If NFDC were to go ahead and introduce an age limit of 10 years we would obviously have to renew certain vehicles in our fleet. We would have to buy brand new vehicles so that we get the full 10 years on the road. We recently sold one of our minibuses for £7,000.00. If we use this as an example for renewing our fleet. The factual cash price to buy a brand new equivalent minibus would cost us £57,000.00. us, like many other operators don't have major cash reserves so we would need to finance the difference of £50,000.00. With cost of interest, this vehicle would then cost us £62,500.00. This is just over £1,000.00 per month over 60 months. This is an extra £1,000.00 on top of all other costs to drive this vehicle and the cost to live. This cost for us, as well as 95% of other people is just unreachable. If we look at an example for replacing a car. The cars that we have would sell for around £6,500.00. A brand new equivalent vehicle would cost us £30,000.00. With cost of finance this would rise to £40,000.00 which works out to be just over £650.00 per month over 60 months. Again, this is on top of the existing costs to operate. We also operate many executive vehicles and so they warrant a higher cost to buy. If we were to sell one of our executive saloon cars we would get around £20,000.00. To buy a like-for-like replacement it would cost at least £120,000.00. After finance this would rise to £140,000.00 which works out to be a staggering £2,329.83 every month. Many operators do not make this as profit at the moment so it is guaranteed that they would be put out of work due to not being able to afford a new vehicle. I can only speak for ourselves but we do not keep running vehicles until the end of their lives, us like many other operators and drivers change vehicles periodically not only because of their age and general condition but if you were to imagine driving your personal vehicle for 10 hours a day I'm sure you would soon get bored of the same car. Taxi and private hire drivers are just the same, as soon as it becomes affordable and all external factors such as interest rates, vehicle prices etc. allow we change our vehicles. We should not be forced to change a vehicle because NFDC believe it doesn't look professional, this is not a good enough reason to put drivers out of work and cause hardship to families as well as ruining peoples futures. Many vehicles after 12 years old still look modern as long as they are being well kept and these vehicles are typically able to do higher mileages. Many vehicle manufacturers keep to the same design for many years.

I would like to bring a few manufacturers to your attention. Firstly, Mercedes-Benz make the Vito. This is a well-known and highly used vehicle in the taxi and private hire industry up and down the country. The current Vito shape has been around since 2015 and is still for sale brand new today in the same shape. This shape has been around for the past 9 years and I'm sure it will continue to be sold. Secondly, Renault make the Trafic. This is also a highly used vehicle in the industry. The current shape has been in service since 2014 and apart from the addition of LED headlights on certain specifications the vehicle remains unchanged, especially inside the vehicle where nothing has changed from 2014 to the current day. Lastly, Toyota make the Prius. The current shape vehicle has been around since 2009. That's a whopping 15 years on the same shape. I hope you can see from the points above that vehicle manufacturers rarely change vehicle shapes, they keep the same shape vehicle because they are tried and tested and they are accepted well by users. As mentioned, many of these vehicles look the same regardless of age but would instantly be un-licensable if NFDC were to introduce an upper age limit. If I were to have a 2015 Mercedes Vito I would have to sell that and buy the exact same looking vehicle for no other reason than age. If I may quote an extract from your proposed policy "Maintains a professional fleet for local customers and visitors to the area and raises standards" as I have mentioned potentially vehicles from 2015 will still look 'professional' as they still look the same as the current model. Unfortunately I am unable to add images to our response but I urge you to look at these vehicles mentioned and look at the 2024 shape and the year mentioned with each vehicle. I feel this is an oversight from NFDC and this point needs to be seriously considered as these points made will make a major change to the proposed licensing policy.

In comparison, all vehicles first registered after 1st September 2015 are certified as having a euro 6 diesel engine. So when you state "after 1 January 2026 only those vehicles less than ten (10) years old will be renewed" this means that some euro 6 vehicles will be barred from being renewed although they still have clean engines. Transport For London (TFL) demand all vehicles driving into greater London (Not central London and the congestion charging zone) be either euro 6 diesel or euro 5 petrol and above. Subsequently these same vehicles can drive into greater London free of charge, if this is good enough for TFL who look after all transport provisions in the most populated city in the UK and one of the most populated cities in the world why isn't this good enough for NFDC. I know for a fact TFL were offering a cash incentive up to a maximum of £7,500.00 for hackney carriage drivers to give up their older diesel taxis in order for them to acquire a new electric taxi. I know NFDC cannot do the same but one thing you can do as our licensing authority is not pursue an age limit so that we are afforded more time to make more money with our vehicles. I can only speak for ourselves but we only operate euro 6 vehicles, every year we put these in for test with VOSA and they pass both the mechanical check and the emissions test. I note from your proposal the following extract "assists our clean air strategy (currently in development)" I have a couple of issues with that reasoning, firstly I note you say "currently in development". Firstly, from this statement you haven't actually got a clean air strategy/policy so why are you including this as a reason for change in the policy. My second issue is that all vehicles used on UK roads are subject to the same emissions tests as set out by VOSA. Anyone can drive to the New Forest in a highly polluting vehicle and add to the pollution, whereas if you implement this policy taxi and private hire drivers will be stopped from driving their licensed vehicles on the same roads in the New Forest when they are contributing less emissions than other road users. Something that NFDC could look at is rather than implementing an upper age limit why not introduce an engine euro rating? Eastleigh Borough Council already have a stipulation in their licensing policy where all vehicles must have a minimum of a euro 5 diesel engine. Is this something NFDC could introduce instead? This will mean all vehicles licensed by NFDC will be a minimum of a 2015 (65) plate and will have the cleanest engine available.

I have done some extra research with regards to age limits with other local authorities and the findings are interesting. Over half of the local authorities I researched do not have an upper age limit, surely this must mean something to you. I also know some other authorities around the country are looking at actually removing the upper age limit in their policies, surely this shows you that they are considering peoples futures and keeping a reliable and cost effective taxi and private hire service in their regions.

I would like to quote an extract from the government website on the best practice guide for Taxi and private hire licensing as follows. Vehicle age limits 8.28 The frequency of testing required (see 'frequency of vehicle tests' above) to ensure the ongoing safety of vehicles is a separate issue to the setting of maximum age limits at first licensing, or maximum age limits beyond which an authority will not licence a vehicle. The setting of an arbitrary age limit may be inappropriate and counterproductive and result in higher costs to the trade and ultimately passengers. For example, a maximum age for first licensing may have adverse unintended consequences; a five-year-old used electric vehicle will produce less emissions than a new Euro 6 diesel or petrol fuel car – enabling the trade to make use of previously owned vehicles will assist it to transition more rapidly to zero emission vehicles and improve air quality. 8.29 Licensing authorities should not impose age limits for the licensing of vehicles but should consider more targeted requirements to meet its policy objectives on emissions, safety rating and increasing wheelchair accessible provision where this is low.

In short, we wholly disagree with the upper age limit of 10 years. Instead, we would encourage NFDC to pursue the emissions rating of vehicles rather than age.

All petrol or diesel vehicles must be less than five (5) years from the date of first registration, at the time of initial licensing.

We understand the rationale behind this new condition and welcome efforts to ensure that there are more electric vehicles on the road and in maintaining a high standard in the condition of vehicles

In our recent driver forum, this age limit was raised as a concern by many of our drivers. Over 75% of our licensed drivers in New Forest have vehicles over the age of five years and this condition may place a financial burden on drivers who are not able to afford a new vehicle. In addition, the average age of a vehicle in the UK according to the DfT is 9.1 years. Therefore this new condition may deter new PHV drivers from entering the market. During our driver forum, drivers also expressed concerns that this age limit would impact the availability of Wheelchair Accessible Vehicles in New Forest. We agree with the proposals to test the condition and standards of vehicles every six months as an alternative but also recommend further engaging with operators and drivers on a range of options to ensure that there is a balance between maintaining the condition of vehicles and the burdens placed upon drivers.

Age of vehicle should not matter providing it is in good condition and passes inspection. If the policy change goes ahead I will need to buy a new vehicle sooner than planned which may prevent me continuing to hold a private hire licence.

The age limits will mean that it will be harder for new drivers to register .

Please think about drivers situation as some of the draft policies will make drivers to buy new car. And most of them can't afford!

Some vehicles are very old and outdated. New forest district council should make changes of newer vehicles for drivers .

It's Good that vehicle policy is changing as some of the cars were very old.

Vehicle age should not be very old.

My vehicle is 9 years old and it's as good as new. Every 6 months test feels like just making more money for the council and wasting drives time. Life is already tough enough with the cost of living and inflation.

Vehicle can be same standards as Southampton.nfdc registered vehicles seems to ne more older vehicles then Southampton so vehicle age limit would be good.lots of southampton registered drivers complaining that when vehicle is too old to plate in southampton,drivers going to new forest to get plated and working in southampton and most living in southampton. Also cctv should be compulsory

I strongly object to the proposed implementation of the new licensed vehicle age limits. Five years at first presentation is reasonable but for those of us operating vehicles older than 8 years, the six monthly test is sufficient and provides adequate opportunity to ensure safety and cleanliness standards.

The thing that i really cannot agree with is the maximum 10 year age of any vehicle from 2026. This will put owners like myself out of business overnight as I cannot afford to replace my vehicle and moreover should not be expected to, providing that it continues to operate within the rules set down by both yourselves and DVLA.

The current cost of living crises has no signs of improving in the foreseeable future. This means that not only do we drivers struggle to survive day by day due to increased costs for business running and personal finances, it also means that there are much reduced customer numbers so its lose lose all around. To be expected to provide a newer vehicle at this time/period is completely out of reach.

I implore you NOT to implement this new rule at this time. Vehicle standards on the current rules are perfectly sufficient, and MOT tests ensure pollution from vehicles is kept to safe levels.

Firstly, the economic impact on taxi drivers should taken by the NFDC into account. Many drivers have invested in their vehicles and may face financial strain if NFDC renew only less than ten years old vehicles after 1st January 2026

Additionally, above ten years older vehicles (especially Euro 6 cars) can be well-maintained and meet safety standards through regular inspections.

Moreover, the environmental aspect should considered by the NFDC. By allowing well-maintained vehicles beyond the 10-year limit, we contribute to sustainability by reducing unnecessary waste and the environmental impact of manufacturing new cars.

I am a private hire driver, please consider the maximum age from 10 to bit longer as drivers are already struggling to make ends meet, and cars under 5 years old cost a fortune to buy please consider cars with newer engines like Euro 6 instead of the age requirement because brand new cars have the same Euro 6 engine's and these engines start from 2015 if you consider the engine over age driver can buy good cars on newer technology engines instead they go for high mileage under 5 years old cars as the market is really high for under 5 years old car's and also PHV vehicles do not need door stickers,PHV vehicles already have front window stickers and license plates at the back please reconside as the vehicle's will look ugly, Thanks.

Age limit and door stickers is unreasonable.

As you are going change age limit 05 years and continue driving with PHVP 10 years.

You can do whatever you like to change but honestly I'm not able to buy a vehicle.

Then I have option to work with my local council's because I have plenty of options work with any Operator on their car without investing a single penny

I start working with you after clearing all your process because your Vehicle policy affordable.

Vehicles Age. Concerned to read about the 10 year old limit from 2026. This will be detrimental to the home to school specialist operators, many of whom operate slightly older vehicles but relatively low mileage, often with quality wheelchair accessibility. Many of the best home to school operators only carry out home to school work and there is already an nationwide shortage. Consideration should be given to exemption arrangements or perhaps a restricted licence with relaxed age criteria but only for home to school transport. Otherwise these specialist companies may be forced out of the industry.

I'm NFDC driver. Under 5 year old car will be very tough for most of the drivers as prices are too high. If condition of vehicle is your concern you can do minimum euro 6 cars as requirement.

Also I think front windscreen sticker and taxi plate is enough. Mostly private hire doesn't have stickers on sides or roof signs. Its ok for hackney plated cars but not good for private hire because private hire customer make advance booking and 99% they know from operators that which car is coming to pick them up with car details and reg. so I think stickers on sides will look ugly and most of PH drivers won't like it.

No vehicles older than 5 years.

I strongly disagree with this proposed policy. It will lead to fewer and more expensive taxis in the New Forest.

Being part of the trade in Fareham we have no age limit on WAV taxis ,HC or PHV I'm in but all vehicles are euro 6 complaint and that I believe should be the way forward

Removing a vehicle that is fully functional meets Euro 6 standards and is receiving a good MOT and engineers report is ludicrous and an expense for a taxi driver that sometimes will not be able to make that purchase

There aren't a great deal of taxi companies within the area and the 5 year requirement would impose such a strain on them that I believe that they could be put in a position where, due to the cost of new vehicles, they could go to the wall.

Other than being able to crow about " cleaner air", which can be argued against in the overall situation, what would be the advantage of new vehicles to those of any age that are regularly serviced and well looked after.

Although buying a vehicle That's no more than five years old, is in the current climate, more expensive than one up to 8 years old. Then have to pull it off of the license when it becomes 10 years old even if it's in perfect condition is unaffordable for many of us that are barely hanging onto a business since Covid.

The decision to restrict the age of vehicles rather than on the Euro class is supported. This enables a clearer understanding of the Policy requirements and ensures regular improvements to the fleet. The current Euro 6 standard was introduced in 2015 (9 years ago) which would currently align with the policy proposals however with Euro 7 possibly coming into force in 2025 / 26, it is likely a Euro standard fleet requirement could be out of date within 18months. It is noted the Policy does not apply to the current fleet until 2026, when only 10yr old or younger cars will be able to be relicensed. All newly licensed vehicles will have a requirement of being less than 5 years old for petrol and diesel vehicles - this approach is agreed.

The Policy on vehicle restrictions in terms of age or Euro class falls in line with many Local Authorities, including neighbouring and regional authorities. The majority of Local Authorities who adopt this type of Policy do so to align with their commitments to improve local air quality and address climate change.

This Policy is agreed and welcomed.

As with all Licencing authorities and how businesses work . It's easy enough for an operator to register in a different area . When an operator looks to register in an area they take into account many things including age of the vehicle and livery requirements .

Age of vehicles :- restricting the use of petrol/diesel vehicles to five years or less from 2026 seems to be an attack on the working class so that a few councillors can 'virtual signal' unless of course the long term plan is to restrict all vehicles over five years from the Nfdc area. I oppose this plan in the strongest way

Sensible age limits - higher age limits for hybrids.

You need to consider the ground reality that's average private hire driver's working with you just because their own Local Council's not Licencing more than 05 years vehicle

Remove the part about taxis needing to be less than five years old.

Consider the unintended consequences of this policy.

I understand the wish to have all newer vehicles on the road , but the cost of purchasing vehicles have soared enormously .

In 2019 I purchased new Mercedes E Class for £37,000 today to purchase the same vehicle it costs £62,000. The costs of second hand cars have consequently hit the roof. To purchase a 2020 E Class today would cost £30-37,000. The residual when the car has fulfilled its licensed life then becomes considerably as traders do not like cars that have been licensed so are marked down accordingly. Changing the policy from 8 to 5 years seems to penalise the operator , this could stop prospective new operators and the existing operators as to the viability /profitability of Running a licensed company.

We need to look at the overall picture for electric vehicles. The NFDC promoting electric vehicles for CO2 lower emissions is short termism. Look at the wider picture , when the valuable minerals used for the batteries, the need for polluting power stations providing the electric, the extra cost to purchase the vehicle, the massive lack of charging infrastructure, the disappointing mileage per full charge and the lack of recycling of lithium batteries. Short term CO2 reduction isn't necessarily looking at the bigger picture for the long term , when all the cars are electric , the mineral resources are low, the forest car parks will have to have electric charging points, the fire hazards that all entail and finally the batteries that will be dumped in the forest because the charges to dispose of them will be too high, Is this the future of New Forest ?

Why is there no mention of alternative fuel cars like BIO Deisel, HVO and Hydrogen, where do they stand in you plans, will they have the same benefits as the Hybrids and electric cars?

newly formed NFDC Taxi operator and Driver association There is also a cost factor involved newer cars are in the region of £26,000 upwards now minibuses are currently around the £50,000 mark second hand vehicles are at an all-time high also so the investment operators are putting in does not warrant if there are time scales introduced so that in 10 years, they are expected to replace this is just not good for operators or drivers across the board. Many finance agreements are over 5- 6 years this leaves 4 years to make a profit from the vehicle. It is also our fear that this may increase the number of non-licensed vehicles operating in the area due to operators and drivers not being able to meet the costs and just closing business.

We would like to quote the gov.uk best practice guide for Taxi and private hire licensing as follows. Vehicle age limits 8.28 The frequency of testing required (see 'frequency of vehicle tests' above) to ensure the ongoing safety of vehicles is a separate issue to the setting of maximum age limits at first licensing, or maximum age limits beyond which an authority will not licence a vehicle. The setting of an arbitrary age limit may be inappropriate and counterproductive and result in higher costs to the trade and ultimately passengers. For example, a maximum age for first licensing may have adverse unintended consequences; a five-year-old used electric vehicle will produce less emissions than a new Euro 6 diesel or petrol fuel car – enabling the trade to make use of previously owned vehicles will assist it to transition more rapidly to zero emission vehicles and improve air quality.

8.29 Licensing authorities should not impose age limits for the licensing of vehicles but should consider more targeted requirements to meet its policy objectives on emissions, safety rating and increasing wheelchair accessible provision where this is low. We also note that this policy change rests on NFDC clean air strategy which is in fact not written yet but in development so there is no evidence for these changes to be implemented. Furthermore, there is insufficient infrastructure available in the New Forest area to support the uptake of electric vehicles and not to our knowledge a grant available to assist with the high prices of purchasing electric cars. Main government have already pushed the electric vehicle date forward as they are aware that the dates are not fit for purpose or achievable.

We suggest no age limit for first test or a renewal timescale of 10 years for vehicles. If a vehicle passes yearly mot test and is deemed fit by DVLA and the NFDC vehicle test they are fit to be operated as a taxi or private hire vehicle in the New Forest, there is no necessity to burden us as a trade with these extra unnecessary costs. I do hope that our objections are given serious consideration as we see these as a great threat to our livelihoods and detrimental to our future in the trade. For reference licensing councils local to NFDC policies on age limits as follows. Eastleigh – No Max, East Hampshire- No Max, Gosport- No Max, Wiltshire- No Max, Winchester- 12 year Max, Bournemouth- No max, Test Valley- 12 year Max, IOW- NO Max.

These objections are a joint objection from the NFDC Taxi driver and Operator association we represent in excess of 100 drivers and operators and hold a substantial amount of NFDC Taxi and Private hire plates. The two points we are objecting to have serious detrimental effects on our operations and our livelihoods and if put in place will naturally put possibly us and other operators out of business the current trade and financial climate does not allow for us to replace vehicles in these time periods it is just not realistic. We do hope our voice and our objections are considered. As this is a genuine concern for us and our businesses.

Age restriction for existing fleet

The policy regarding age of vehicles is wholly unsustainable. Drivers cannot afford to upgrade cars every few years. This is especially true for hybrid vehicles. One of the primary reasons this vehicle change is being pushed is because of neighbouring councils putting restrictions on NFDC vehicles. Can the council confirm that NFDC licensed vehicles will be able to freely use Bus gates/lanes in neighbouring council (like Southampton) that has made it difficult for our trade and undermined our services?

Will the council provide grants for the purpose of upgrading vehicles to get in line with these new regulations?

Currently the taxi fleet does not have age restrictions on the vehicles. This can result in an ageing fleet, particularly with the preference for the use of diesel vehicles which are the most polluting vehicle type in terms of tailpipe emissions when comparing different fuel type vehicles of the same age. Recent air quality assessments for the New Forest advises the main source of NOx pollution is from vehicle emissions, and for particulate matter vehicle emissions are the third highest source of pollution.

Improvements in vehicle technologies - cleaner engines, stop / start technologies has shown monitored decreases in NOx pollution across the country and within the New Forest district, including Lyndhurst, which combined with other factors resulted in the revocation of an Air Quality Management Area (AQMA). The AQMA was originally designated due to the exceedances of the nitrogen dioxide air quality objective, with the main source being determined as vehicle emissions. Such improvements in vehicle technologies continue over time and are not restricted to updates to the Euro class specifications. Therefore by gradually reducing the age of the fleet, this will improve local air quality for our communities.

the removal of vehicles from the license after ten years is in itself environmentally unfriendly as the vehicle itself may be more than fit for purpose and you are just scrapping a vehicle for no good reason. continue with twice yearly testing should insure the vehicles make standard of rif needs be introduce the option of the third test more often.

it is also unclear if current vehicles that will become over ten years old after the 1st january 2026 would need to be withdrawn from service? the appendix states no change to the currently fleet! surely this should mean that the ten year maximum should apply to vehicles registered after 1st january 2026.

also with the ever increasing cost of second hand vehicles, and many single car operators being unable to afford changing vehicle more often than needs. this is more than likely to force some of them out of business.

I don't think taxi drivers should have to upgrade their vehicle at enormous cost to themselves.

Your draconian measure not to renew licences for cars over 10 years old from 1.1.26 will be a death knell for some small firms.

I am sure that a cost analysis has been undertaken, but did it factor in the economic effects on the local area.

The effect the change will mean that cars will have to be replaced every 10 years regardless of condition. This presumably unintended consequence will close down firms and cause unemployment.

The rationale behind the change is hypocritical. As long as the car passes the inspections all the criteria are being met regardless of it's age

I do not agree with the age restriction of a taxi being limited to 10 years. So long as the 6mthly tests are carried out and the vehicle passes there should be no need to limit the taxi to an age of 10 years this is not a free n policy

This is a poorly thought out policy if it leads to fewer available taxis in the New Forest.

ULEZ compliant vehicles can date from 2015 meaning older cars can be used without worries of pollution provided they are maintained.

Vehicle age and emissions - from 2026 vehicles can keep going for 10 years, of any engine type – could this be more ambitious e.g. 8 years?

Implications for WAVs (Wheelchair accessible vehicles)

Introducing age restrictions on vehicles operating in NFDC would have no benefit to the residents of NFDC, especially those residents who require wheelchair access

It's very important that the dft consultation is applied and used . There is no age limit imposed on cars . The new forest is a large rural area with a very small ammount of public electric chargers how much infrastructure including charging points will be made available at taxi ranks . Would chargers be installed at taxi ranks ?

By imposing age limits on the vehicles of 10 years is handy however the current air quality regulations may not change and plenty of good vehicles that would still meet current legislation would ne removed from

The fleet. . WAVs are extremely expensive . New forest has an exceptionally large amount of " voluntary wheel chairs accessible hackneys , and phv " owing to the lack of age limits These vehicles would need to be replaced, it's highly unlikely they will be replaced with equivalent vehicles . Lots of operators do school transport and the requirement to replace cars at 10 years would mean an increase of costs to Hampshire council .

If I understand this correctly in order for me to continue operating a NFDC hackney registered vehicle, I would not only have to replace my current vehicle but replace it with a DISABLED ACCESS vehicle less than 5 years old??

This would cost in excess of £40,000!! Does anyone at NFDC licencing have any idea of the impact this will have on the taxi fleet in the new forest??

I would estimate that you would loose 70 - 80% of operating taxi's I would not consider continuing and have spoken to many other drivers who feel the same.

Do you think I make anywhere near enough to even consider buying a new vehicle? Cost of fuel, dead mileage, insurance costs increased by 50% this year, lowest fare rate in the country and the lack of support provided by NFDC licencing??????????????

I am writing regarding proposed changes to taxi licencing laws at NFDC, a draft policy is out at the moment detailing worrying changes to the existing regulations required to operate a hackney or private hire vehicle in NFDC. At present a taxi operator can have a suitable vehicle which in addition to a regular MOT test has a NFDC inspection, if the vehicle is over 3 years old then two annual inspections are required (three annual inspections) no age restriction is currently in place. As licencing laws stand at present and in order to own and operate a hackney taxi at NFDC it must be wheelchair accessible, (unless on a historic plate), therefore if the proposed changes take effect then I would have to acquire a disabled adapted vehicle, less than 5 years old.

I currently operate a London taxi, built to be a taxi and wheelchair accessible, it is maintained to the highest order and is visually pleasing to many in the New Forest.

To follow these new guidelines as set out by NFDC I would have to invest £40k at least for a suitable replacement vehicle. Many other small operators are exactly the same, ironically the small operators are the only ones currently operating wheelchair access vehicles, many of the larger firms don't have a suitable vehicle on their fleet.

I have only been in business for a few years and there is no way I could justify outlaying that kind of money to keep up with proposed changes, it will wipe out 75% of the taxis currently operating in Ringwood, especially with the ever increasing cost of fuel.

I think that NFDC are mimicking neighbouring BCP council who have already implemented a similar change, this is grossly unfair as at NFDC we have, by geographical nature, massive dead milage as well as the lowest fair structure in the country and totally unsuited to operating a fully electric vehicle as implemented in the proposed change.

The Hampshire County Council School Transport Service has concerns regarding a lack of dispensation to the age of wheelchair accessible vehicles under the proposed changes to the Taxi Policy. Increasing the restrictions on age for wheelchair accessible vehicles, as is proposed under these changes, is therefore likely to increase the cost to school transport and in the medium term also reduce availability. We would therefore like to request that a dispensation is considered for wheelchair accessible vehicles, in line with other licensing authorities. Useful examples can be found in the policies of Eastleigh Borough Council, Southampton City Council, East Hampshire District Council and Fareham Borough Council.

My company is New Forest Travel. I am really concerned by this change as we have 5 Minibus's licenced by NFDC and are currently in contract with Hampshire County Council for School transport for 4 years. We carry children in Wheelchairs. This new change would take out my entire fleet and also make 3 drivers redundant. This is a worry. To replace all vehicles we are looking at over £300,000. Our mileage is relatively low compared to normal taxis as they are only used for school contracts. Is there a way that Minibus's could be exempt from this.

WAVs are extremely expensive. New forest has an exceptionally large amount of "voluntary wheel chairs accessible hackneys", and phv "owing to the lack of age limits These vehicles would need to be replaced, it's highly unlikely they will be replaced with equivalent vehicles. Lots of operators do school transport and the requirement to replace cars at 10 years would mean an increase of costs to Hampshire council.

Interim vehicle testing

I believe Hybrid Vehicles should be tested twice a year only if they are 7 or more years old. (Not 5 years as described in vehicle licensing section)

I further write to disagree about another proposed change in the vehicle regulations, this time not about costings.

It seems discriminatory against diesel and petrol vehicles over hybrid and electric in age and **testing**, of which it seems critical detail has been overlooked!

In what world are electric cars any less problematic than diesel or petrol? Electric or hybrid's are much more expensive to buy, much heavier in weight meaning more tyre wear, hybrid's less efficient on motorways, potentially harder on suspension and ball joints and other mechanical parts. Becoming more expensive to insure, difficult to be recovered on break downs.

Harder wearing on brakes due to excessive weight.

They will also corrode in the same way as diesel or petrol vehicles as well.

Also I suggest a potential risk in your workplace.

Another oversight by yourselves and indeed Government is 75% of the population do not have off road parking for charging if forced the EV route.

Oppose test every 6 months vehicle over 5 years not cost effective.

Oppose this that petrol diesel cars 5 years old this is, financially unviable.

Cost of new vehicles start £26,000 last at least 6 to 5 years so would take at least 4 years to be in any profit.

We oppose this point for many reasons. Firstly, New Forest District Council already struggle with the current pressures where vehicles over 8 years old are tested twice a year. I phoned up on the 27th February for a vehicle test date and the next available test was the 13th March. This will only get worse if vehicles over 5 years old are being tested twice a year. We believe the current 8 year provision is sufficient enough to maintain a high level of vehicle standards.

We can only speak for ourselves, but our vehicles are inspected multiple times during the year as it is already. For our vehicles under 8 years old they are tested by VOSA once a year, they are then inspected by yourselves (NFDC) once a year, we then service all vehicles every year or at 10,000 miles (whichever is first) and during the service they are inspected again. All of our vehicles inevitably require general maintenance during the year so every time they are bought in for work they are inspected again. These inspections are not just mechanical but we like to think they are similar to the NFDC test so as well as the mechanical side, the condition of the inside of the vehicle is inspected to make sure it is a fit and proper state for carrying passengers, we do this to catch potential issues early and if they need rectifying we do that immediately. Obviously for our vehicles over 8 years old they are subject to another test from yourselves.

To reduce this to 5 years seems ludicrous and from the outside looking in it could be seen as a money making scheme for the council, especially in light of the proposed increase in test fees.

Twice yearly testing of vehicles - this is better than the current 8 years but our understanding is that neighbouring authorities say 3 years. Could this be more ambitious?

Due to the extra checks on the 5 year and above vehicles the appointments will take so much longer to arrange. I am sure the proportion of vehicle this age in the forest having to have an extra test will have an impact on administration and vehicle test time, will there be extra staff and space at testing centres to accommodate the surge?

Life of a Taxi. 5 years for petrol and diesels, 7 years for hybrids. No restrictions for E.V.'s. (Surely E.V.'s wear at same rate as other vehicles.) This depends on make, quality and maintenance of the vehicles. With New Forest having its own testing centre, many older vehicles are in good condition, surely they are able to advise if vehicle is fit for purpose. Double testing for vehicles over 8 years.

Dear NFDC Licensing I write to you as chairman of and on behalf of the newly formed NFDC Taxi operator and Driver association with regards to the Key changes to New Forest taxi policy 2024. We have read through the alterations proposed and, in most parts, agree that they are for the good of the trade and support them. We do object to two points as follows and would like them to be seriously re considered they are as follows.

Vehicles that are 5 years or older from the date of first registration must undertake an additional test six months after the license grant date. We oppose this proposal on the grounds that we as operators struggle to get tests when we require them with often two or three-week lead time. Reducing this date would make there a necessity for more vehicle testing thus further problems obtaining testing. Also, modern cars are much better built than in the past with some manufacturers even giving a 10-year warranty although taxis do higher mileage than average cars the product is much more reliable, and we feel the current 8-year timescale for 6 monthly testing is sufficient at present and should be kept in place. There is furthermore an impact on costs involved in a market with already tight profit margins and unbelievable amounts of competition a further cost at 5 years rather than as present 8 years would be detrimental to our businesses. Appendix F 2.3 All petrol or Diesel vehicles must be less than five years from the date of first registration, at the time of initial licensing. All Hybrid vehicles must be less than seven years from the date of first registration, at the time of initial licensing. No change for current fleet, but after 1 January 2026 only those vehicles less than ten years old will be renewed. The age policy does not apply to fully electric cars. We oppose this policy change that all petrol or diesel vehicles must be less than five years from the date of first registration at the time of initial licence and the policy to introduce a 10 year life span for Taxis on the grounds that all petrol or diesel vehicles have such stringent emission levels and on mot tests it currently states emissions not recorded on a (2016 1.6 Seat Toledo TDI car) as an example, they are free to travel in London's clean air zones and most are zero or very low road tax so there is little evidence to show they are contributing largely to any excess emissions.

The legal requirement is that private hire vehicles which are at least three years old, and all taxis, must be subject to an MOT test or its equivalent at least once a year. Local authorities may obtain a designation from the Secretary of State for Transport to issue 'Certificates of Compliance'. The requirements of the test normally include those in an MOT test but may also include another inspection by a licensing officer to ensure the vehicle meets the relevant local requirements for issuing a taxi or private hire vehicle licence e.g. cleanliness of the vehicle inside and outside, correct plates displayed etc.

An annual test for licenced vehicles of whatever age (including vehicles that are less than three years old) seems appropriate in most cases, unless local conditions suggest that more frequent tests are necessary. More frequent tests may be appropriate for older vehicles which may be more prone to mechanical defects (see Vehicle age limits or for vehicles owned by proprietors that persistently present vehicles that do not meet the standards required by the authority

Private Hire door signage

I have executive car I spend 30,000 on it we have nfcd taxi vehicle plate as a identity so why we need sticker on the door.it doesn't look nice on car in london they are reducing the the plate and sticker and our areas putting more stickers on car.

| |
|--|
| <p>I am NFDC driver. I am not happy with vehicle signage and windows tinted. We work with executive. Our cars are expensive. We won't like to put signage or remove tinted windows No where in England private hire vehicles has these restrictions. If this will go ahead a lot of drivers will go to other councils. Door stickers.i am against the door stickers. Being a NEWFOREST DRIVER FOR over 5 years I never had any issue with customer about door stickers. The inside badge and back plate is more than enough. I do not agree with door sticker and would like to request not to implement this policy. Door sticker removal The dft consultation made no mention of a Licencing authorities name on the door of a vehicle (this is something that Southampton Licencing have wanted for a long time . All the drivers and companies know that you're bowing to their wishes) door stickers indicate the car is available to be hired . And That invites the public to approach the vehicle and find out the booking details and could lead to uninsured bookings occurring . Without door signage only the person ordering the vehicle will be aware of its status and no attempt would be made any member of the public to enquire how to order it. Hackney carriages should be identifiable as being able to be hired immediately. The lights indicate this. . The stickers on a phv also indicate it can be hired , by asking the driver who his operator is Operators must identify the vehicles by giving a registration number to the passenger . No other identification needs to be on the vehicle . The registration is enough . Any extra identification just indicates it is " possible to hire this vehicle" and invites the public to ask how.</p> |
| <p>The dft consultation made no mention of a Licencing authorities name on the door of a vehicle (this is something that Southampton Licencing have wanted for a long time . All the drivers and companies know that you're bowing to their wishes) door stickers indicate the car is available to be hired . And That invites the public to approach the vehicle and find out the booking details and could lead to uninsured bookings occurring . Without door signage only the person ordering the vehicle will be aware of its status and no attempt would be made any member of the public to enquire how to order it. Hackney carriages should be identifiable as being able to be hired immediately. The lights indicate this. . The stickers on a phv also indicate it can be hired , by asking the driver who his operator is Operators must identify the vehicles by giving a registration number to the passenger . No other identification needs to be on the vehicle . The registration is enough . Any extra identification just indicates it is " possible to hire this vehicle" and invites the public to ask how</p> |
| <p>I believe in all councils signage is to promote or to proof the licensed operator of the that council. If I am working for Uber and I work in zone system where I can work in any city, Then I do not think I should have sign on the car. If I work in New Forest area with a Local operator then yes I should have signage with operator name and phone number to make bookings. But If I am on app based operator then I should be exempt from the signage. I HOPE COUNCIL WILL ALLOW EXEMPTION FOR APP BASE PHV DRIVERS. I Have Mercedes E Class 68 plate this is executive cars.sorry we don't want any stickers on our cars. But please don't make it compulsory to put signage and remove windows tinted As a Private Hire Driver with New Forest District Council I don't agree to put additional signage to be placed on the rear doors of the vehicle. I request the council not to implement this rule for Private Hire Vehicles. Only external plate and internal plate issued by the council is enough. Please consider my request. Door sticker:New Forest District Council, which licenses taxis in the area, understands the value of its taxi drivers. Many drivers work part-time to supplement their income, and come from diverse backgrounds. Currently, New Forest permits drivers to work with multiple operators without requiring door stickers. Implementing mandatory door stickers could create difficulties for these drivers, as it might limit their flexibility. Therefore, I strongly recommend against implementing mandatory door stickers for private hire vehicles in the New Forest district council . Vehicles are hard to identify as they don't have door stickers and only plate on the back.also in Southampton ph Vehicles are not allowed to be white colour so it's also confusing when white car comes outside house and have no door stickers.maybe have same rule as Southampton like no white cars as ph and have door stickers As a Private Hire Vehicle Driver with NFDC, I don't agree to put additional signage to be placed on the rear doors of the vehicles. It is to be requested that please don't implement this rule on Private Hire vehicles. Only external and internal plates issued by council is enough. There are some companies as well who had clients they prefer signage free vehicles. It might effect there business as well. Hope for the positive response, Ultimately, it's a cost for private hire drivers who want to change their vehicle or the firm they work for, as the stickers can damage paintwork when removed. No need of signage As a Private Hire Vehicle Driver with NFDC, I don't agree to put additional signage to be placed on the rear doors of the vehicles. It is to be requested that please don't implement this rule on Private Hire vehicles. Only external and internal plates issued by council is enough. There are some companies as well who had clients they prefer signage free vehicles. It might effect there business as well. As experienced driver, i believe that permanent stickers should be avoided for the following reasons: **Safety Concerns**: When it comes to private hire vehicles, the safety and well-being of our customers must always remain our top priority. With the majority of the public unaware of the distinction between private hire and hackney taxis, there is a risk that passengers will hail any vehicle displaying these stickers, potentially leading to drivers taking advantage of the situation. Simply relying on stickers on doors will cause customers to overlook essential details like the driver's photo and registration number, potentially putting their safety at risk. When a customer books a private hire vehicle, they receive the driver's name, registration number, vehicle color, body type, and the driver's private hire number for identification. Therefore, the permanent door stickers are deemed useless and unnecessary. As an experienced private hire driver, I believe that stickers on the doors do more harm than good. **Confusion with Taxis**: It's important to distinguish between private hire vehicles and public taxis clearly. Requiring private hire cars to have permanent stickers similar to taxis will create confusion among the public. This confusion will lead individuals to mistake any vehicle with council stickers for a taxi, inadvertently compromising their safety. Maintaining this distinction is essential to ensure a clear and safe transportation environment. **Driver Experience**: Introducing permanent stickers on the doors of private hire vehicles will pose significant challenges for drivers. Just imagine situations where customers mistakenly enter the wrong vehicle, causing inconvenience and potential safety risks. This will create major difficulties for drivers, especially for the majority of New Forest drivers who work for Uber. Given Uber's popularity for night out, many rides are requested from popular nightlife spots in busy areas. These Serious safety concern that must be considered. **Financial Impact** The implementation of permanent stickers on private hire vehicles by the New Forest Council might not directly benefit the drivers financially, but it could inadvertently impact the Council itself. This is because some drivers may choose to prioritize obtaining the Southampton private hire badge over the New Forest sticker. Many drivers in New Forest also hold the Southampton badge, and they will lean towards using it more if the option of utilizing bus lanes in Southampton becomes more attractive to them. This shift in preference will lead to a potential decrease in revenue for the New Forest Council as drivers opt to operate under the Southampton badge to enjoy the additional benefits it offers. On the other hand, Southampton City Council might experience a financial advantage from this situation, seeing an increase in revenue from licensing fees and more drivers choosing to operate under their authority due to the appeal of using bus lanes. It's important for the New Forest Council to consider this financial impact when assessing the implications of the permanent sticker law on private hire vehicles.</p> |
| <p>As an Operator and Driver in the NFDC authority, I object to this new policy change. Door cards were a requirement in the past for NFDC registerd PHV's. They were used then removed. The stated reason for re-introduction of the door cards is safeguarding. I have read your policy changes. I have also read the UK.Gov guidelines on door cards, from the taxi and PHV guidelines, as well. There is NO conclusive evidence that door cards makes the public any safer. Furthermore, The evidence used in the government policy guidelines uses midlands cities such as Birmingham for data analysis. I submit that Southampton, the New Forest and othere local authorities are nothing like Birmingham. Further study on crimes in our areas related to taxis or PHV's has shown conclusively that no victim was able to remember the type, registration, or council where the perpetrator's car was registerd. I have spoken to several victims directly and councillors of SCC about door cards. They agree that they were unable to remember anything about the vehicle used in their crime case. This is despite having door cards fixed to the vehicle used to perpetrate the crime. My business is PHV only. I have an affluent clientele, including executives of PWC, Directors of Sovereign wealth funds, and other prominent figures. They appreciate the minimal licensing on the car. None of my work is with Uber, or any other operator in the region. All my work is prebooked by phone, text, or email. In all cases my PHV is described to the client during the booking process. Or, the customer is a regular user of my services and knows the car.</p> |

I would ask that you reconsider the efficacy of this policy as well as the added burden for drivers and NFDC staff. If you must institute this policy, I request that you expand on the defined exemptions allowed to this new policy to include owners/operators who exclusively use prebooking; or are not using any app based hiring platform such as Uber, Lyft, etc...

The Council supplied License plate holder is of poor design. There are 3 bolts which hold the 2 halves of the assembly together. 1 half is bolted to the car. The other half holds the license plate bracket. The 3 bolts holding the 2 halves together are easy to remove. The plate can then be removed from the vehicle. This process takes only a minute or two. I have spoken with NFDC registered PHV drivers who regularly remove them when not driving the car as a taxi. The exemption I received for using Velcro stickies was given as they are much harder to remove and replace. Once removed you need a new set of velcro stickies to fix the plate to another car.

I agree with this policy. However, there should be an exception for classic/vintage cars used for weddings and other special events.

I have my internal badge on the dash board. It stays there all the time. I can easily retrieve it for showing a passenger. If it were fixed to the windshield in the lower left and it is raining then it is not visible. Also it is not accessible to me for showing to a customer once they are in the car.

I prefer not to have stickers on my vehicle as a private hire driver. They can be distracting and may affect the aesthetics of my car.

the door signage could indicate that a vehicle is available for hire and could therefore lead to uninsured bookings,
It may cause confusion with the public between private hire vehicles and taxis,
It may encourage customers to hail a private hire vehicle in the street
Customers make an advance booking and know the details of the operator, vehicle type and registration number, which is collecting them,
app based operators who work outside of the area should be exempt from the signage requirement,
the door stickers can damage the vehicle paintwork when removed for sale of a vehicle, licence plates at the rear are sufficient,
clients may prefer signage free vehicles.

The new rule on stickers is completely unnecessary. The myth that car stickers make it safer is clearly outdated and this shouldn't be pushed for by the council. One of the main reasons why I personally chose to license with NFDC is the fact that stickers are not required. Cars are identified by the number plate firstly and secondly by the taxi plate that we are required to fix to our cars, as well as the sticker on the front window. In my short 1.5 years working in this trade I've never had any issue with this. In fact, it can be argued that having stickers makes it unsafe, as people become indifferent. Does the council know that in London vehicles neither have a plate or stickers? Why would it be that we require it in the New Forest. This will also hit our pockets as some jobs and events will not give jobs to vehicles with stickers (because it looks tacky).

Other authorities have consulted on door stickers and these are not popular with drivers or passengers. DFT guidance clearly states that stickers should say pre booked only. Having to display company name and contact details makes it obvious to public that vehicle is available for booking rather than just pre booked through an operator.

Do not implement door signage

Drivers are not happy with new signage policy. Drivers are thinking about changing council and we are worried that we will struggle again with taxis.

Vehicles should have door stickers so it's easy to identify as at the moment only have plate on back.

It seems as though this council like many others is keen to put so much signage on PHVs that the mind of the consumer is injured to it all. Perhaps we should look at better training for the drivers instead.

NO STICKERS!
NO STICKERS!

Please don't make signage compulsory for the drivers and make it easy for them to get operator license.

We like to work in NFDC but please don't implement signage and windows tinted and make it easier for outside NFDC resident to get operator license.

I request the council not to implement the requirement to put signage on rear doors of Private Hire Vehicles.

We don't want to see door sticker signage

I request the council not to implement the requirement to put signage on rear doors of Private Hire Vehicles.

We don't want to see additional door sticker. We would like stay in newforest traditional way.

I don't want permanent door sticker in my car.

NO STICKERS!
NO STICKERS!
NO STICKERS!

We feel it is important for members of the public and other road users to know certain vehicles are licensed and who they are licensed by and that this is visible from all angles

I am an NFDC registered private hire driver in my 8th year. I have completed over 22,000 trips as a contractor with Uber. Uber recognise me as one of the highest customer rated professional drivers. Uber have provided me with acknowledgement and recognition that I am one of very few most complimented Drivers within the UK. My rating based on updated previous 500 rated trips is 4.99 out of a maximum of 5.

I object to vehicle door stickers being a requirement on my own personal Private hire taxi. I see it as a step backwards because customers can recognise my car is a taxi by my car Number plate.

These stickers can damage the paintwork and also can be a nuisance as I usually work at night and the door signage can draw unwanted attention of sometimes intoxicated people (who haven't booked), trying to enter my car because they see I am a taxi. I am insured in my car when not working, and

They can sometimes be aggressive and damage my car because I refuse to transport them because they have not made a bona fide booking. I personally don't want to draw unwanted attention of people being aggressive because I won't take them as they have not made an official booking. They can sometimes slam the door or hit the car, and this is damage I will have to pay for.

My car is owned outright by myself and bears the in car NFDC taxi licence details within the front windscreen, my rear taxi plate and also my taxi badge that I wear whilst working. The pre-booked Uber customers have my car Number plate and a huge amount of information about myself, including my up to date photo before entering my car.

I am registered with Uber for flexible bookings via app, and I also have regular pre-booked School runs for Hampshire County Council through an authorised taxi Operator registered with NFDC

I believe the door signage should be for all metered cars and cars owned by a company with hackney cars. The one-man band who has only his regular airports and hospital transfers, the clients would probably prefer not to have the signage and to promote the fact their home is unattended. The signage on the cars would make the forest an uglier place to drive in.

The signage would put off new PH owner drivers as it's their only car in the household, we need to encourage more independent owner drivers.

Not sure in 4th paragraph the sentence regarding depreciating high mileage cars.

I am writing to formally object to the proposals in the draft licencing document

The taxi trade is a wide and varied trade, where (no one size fits all) The members of the trade look round and register where the regulations suit them. The vast majority of the feedback I have had is (we registered in NFDC because they don't have door stickers) A few drivers even suggested £500 licence fees for stickerless cars.

I would suggest that the Council adopts all the recommendations in the DFT guidelines regarding signage and vehicle ages

During this report, you will see a reference to the DFT recent release of the best practice guideline

Taxi and private hire vehicle licencing best practice guidance for licencing authorities in England - GOV.UK (www.gov.uk)

I fully understand that it's a long and drawn out document, but since its release, I have asked every person involved in taxis if they have read it. Only two have replied yes. I feel it is therefore important that this read

As experienced driver, i believe that permanent stickers should be avoided for the following reasons:

Members of the public can often confuse private hire vehicles with taxis, failing to realise that they are not available for immediate hire and that a private hire vehicle driver can only fulfil pre-booked requests. Greater differentiation in signage will help the public to distinguish between the two elements of the trade. To achieve this, licensing authorities should seek to differentiate the profile of private hire vehicles as these can only be legally engaged through a booking with a licensed operator.

This increases the success of those illegally standing or plying for hire and may lead to confrontation when private hire vehicle drivers refuse a request for a journey that has not been pre-booked. Having an illuminated sign on taxis and prohibiting them from private hire vehicles will provide a simple way for the public to differentiate between the two services and we encourage all licensing authorities to promote this difference to raise public awareness.

Licensing authorities' private hire vehicle signage requirements should be limited to the authority licence plate or disc and a "pre-booked only" door sign.

This approach enables passengers to be given the clear and consistent message that you should only get in a vehicle that 'has a taxi sign on the roof' unless you have pre-booked a private hire vehicle and have received information from the operator to identify it.

Where an exclusive relationship exists between the vehicle proprietor, driver and operator, a licensing authority should consider permitting the display of operator details in a discreet manner to not undermine the overall objective of enabling the public to differentiate easily between taxis and private hire vehicles. This might, for example, be through small branding on the rear of the vehicle.

The signs on the door are also a generic sign any person who orders a car could think it's their car and could also get annoyed .

General Comments

Changes from 2026

Air Quality

This is controversial, more about very poor traffic flow, traffic lights, road works, state of the roads, pollution from cruise and container ships in the Solent and Southampton having the most amount of traffic lights per mile than any other city in Britain. Stuck at traffic lights.

clarification regarding the boot or luggage compartment must be separated from the passenger compartment by a suitable barrier? surely the seats are barrier enough as this is the case in most cars/suv/mpv

"To meet the requirements of the Licensing Authority, the business address provided on the application form (which will subsequently form the licence address) must have recognised office facilities, a regular postal service and be widely acknowledged as a site that provides office space. The site must also be suitable for compliance inspections and meetings with officers. "

This policy will not be good for owner operators who may have their business running from home. With new technology and booking systems, it may be better to run operations from home. For this reasons making home business operations obsolete with this policy is not a good thing for small time operator who may not need office space per say.

Cost of this box ticking exercise? I would like to know how much this will cost and who will undertake this consultation. Or to make work for idle hands?

Drivers and passengers are at risk in the dark and unlit areas .

This will have the effect of the driver, passengers thinking its safe to get out the car in some areas of the forest . and could put them at risk of further injury on the unpaved roads

Visitors to the new forest are not aware of the dangers of Badgers , Ponies, Bulls, Deer or pigs that can be easily frightened if you creep up on them during the day let alone at night .

Visitors could also be easily frightened by the forest noises and run off , they could easily fall in a roadside ditch or mud and be difficult to find.

Any person who has walked in the forest will realise its easy to lose your bearing , get lost , fall down and be hard to find. The safest option is to stay with the car

Really pleased to read about the enhanced DBS procedures and requirement to participate in the update scheme and 6 monthly checks.

Increased checks on drivers

This all looks as an operational increase in Council staff duties. Why is this all really necessary? Obviously these extra cost will need to be past on by operators and drivers, with the price of cars and mini-buses more than doubling in price over the last 6 years, the New Forest will have to have a large increase in Tariffs and Rates.

There should be some consideration of the possibility of driverless taxi / hire vehicles.

Over the intended lifetime of this policy driverless vehicles are almost certain to be in wider use. Driverless taxi / hire vehicles should bring important cost savings and convenience to users, particularly in less densely populated areas, and contingency plans should be in place for oversight (and possibly regulation) of organisations deploying them.

Removal of Fire extinguisher.

Thank you! I have been saying for years that this policy puts drivers at risk.

I am a NFDC private hire driver. And I am worried about the draft for the new taxi policy.

It is easier to get taxi in NFDC. much better then before.

Cant say I had any problems with drivers

Been all good so far

I think the proposed changes would destroy the already fragile network of NFDC private hire and hackney transport

Already you have everything up to date.

This is good and part of a national programme

Hi! I find the measures you wanna implement extremely harmful for the trade and most of them are unacceptable. Seems like NFDC really want go go backwards with this one. I will not renew both of my licenses,driver and car with your money lover,extremist city council.

This is all just a cash grab. You are after our money but guess what? You will most definitely lose alot. Name one measure you guys took having drivers/car owners in mind and to help them. Ill wait. Also ,cut the bullshit about climate change agenda. We all know its a hoax.

People starting to wake up. You will not gonna get away with this. Been licensed with you for over 4 years but no more.

Private hire operator should be easily accessible for NFDC drivers as NFDC have given Uber operator licence even Uber doesn't have any office in NFDC but NFDC driver who live outside NFDC cannot get operator licence.

So many drivers are speaking about opening their own companies but some don't live in NFDC. And they can't apply for operator license. Can it be possible for the outside NFDC drivers to get operator license.

I live outside NFDC and would love to start my own taxi company but I can't as I can't get operator license.

I still don't agree with cross border hiring.vehicle licence in nfcd should only be working in new forest and soon vehicle only southampton.

The draft policies will make NFDC drivers out of job and they will have to rely on public benefits as new cars are very expensive.

As you change lot of drivers leave

Ridiculous why are you so determined to put people out of business

I have set out Bolt's response to the relevant proposals as a licensed private hire operator in New Forest in response to this consultation on your updated licensing policy. In support of our response, Bolt held a driver forum with New Forest Drivers on 1st March 2024.

We appreciate some changes that have already been made to the proposed conditions, such as providing further clarity on reporting requirements for drivers when they partner with multiple operators. At our driver forum,100% of drivers mentioned the importance of flexibility in maintaining their livelihoods so we are glad to see this change in the draft conditions.

We would appreciate further clarity on the three specific conditions referenced.

Any sensible driver registered in the new forest will realise that they might as well pay the £600 get a camera and register in Southampton .
That way they will have access to the bus lanes . And an extra 2 years on their licence .
With the introduction of door stickers and an age restriction .
That will be my personal choice. Couple this with the 6 months wait to get a driver authorised to drive a new forest car. It certainly makes sense

Probably going to register in Southampton

This year taxi insurance has gone over the roof and drivers are struggling.
I believe if NFDC will go with draft policies, so many NFDC drivers will either leave NFDC or will be depend on public benefits.
I live in Calshot, and first time to apply for taxi licence

White vehicles should not ne allowed as private hire vehicle as its very confusing for passengers in southampton.ctv and door stickers

The cost of living crisis is the wrong time to be increasingly any payments from new forest taxi firms and drivers

I am continuing to fight this proposed change, I think NFDC licencing are making a massive mistake!

Welcome to the online world :)

I moved to the New Forest a couple of years ago to be near my daughter. I have found it very difficult at times to hire a taxi. Going forward if there are less taxis available here I would have to move again away from my family to a less isolated area.

Should be ashamed of yourselves stressing drivers out like this.

it is a shame that over recent years, more interest in assuring hackney carriage are complying with currently legislation by sending out compliance officers and following up of customers complaints about over charging.

Peoples habits have changed drastically since Covid and may never go back to the way it was before. It is hard enough to make a living in the current climate without imposing extra restrictions with regards to vehicles.

Please make it easy for us not hard. Thank you

I was disappointed to find that I had to read the national newspapers to discover that NFDC had been conducting a review of the Taxi Licensing Policy which could have an adverse impact on the scale and scope of the taxi service within the New Forest.

I have now read the review document and have a number of concerns

1.Why are these things done in such a stealthy way? As someone who was born in the area, I have always tried to disagree with the widely held belief that NFDC is remote and detached from the people that it is supposed to serve but it will be hard to continue believing that unless the Council introduces a far more open, inclusive and better advertised approach when considering changes to their existing policies. I believe that Taxpayers shouldn't have to constantly monitor the NFDC website to enable them to engage with their Council and that there should be some form of distribution mechanism that allows interested parties to receive notifications of all such reviews and thereby facilitate a greater involvement in Policy making than is currently the case.

2.Given that the New Forest has always had a woefully inadequate level of public transport provision, anything that could impinge on the availability and scope of the Taxi Service in the area should be avoided.

3.The review states that "the new fleet standards will reduce the impact of emissions from our (licenced) vehicles on the air quality in both the New Forest and other areas where our licensed vehicles work". I would challenge this assertion and would like to seek the data that supports such a claim - even if this were true (which I doubt) then any such impact would be absolutely negligible.

Non-UK passport holders - requiring a good character/ conduct certificate, that is not limited by time passed or by the amount of time spent living in another country since the age of 10, appears a significant barrier for those who wish to enter in to the taxi trade, as these certificates can not be obtained from many countries. This element of the policy could be considered discriminatory based on race, especially for those who are not legally permitted to hold UK citizenship, no matter how long they have resided in the UK (e.g. China, Austria, Japan - to name just a few that do not permit dual nationality to be held). Therefore, a 55 year old with permanent residence in the UK potentially held for their entire adult life, would still need to obtain a certificate based on their childhood?

When compared with the requirements for a UK citizens; who only have to account for periods abroad for periods in the last 5 years, over 6 months in duration, it appears that the perception that non UK citizens pose a greater threat to the public than UK citizens, is being built into policy, when this is not a reality.

High viz to be worn when attending the garage - good to be in the policy

any exemption for station ranks that are private property? if not you may have a series of petty complaints from drivers about idling engines in the middle of winter when temperatures drop to freezing conditions. people expect taxis to provide a service but if they are not allowed to continual heat the cars why would they wish to stay out working in the evening and risk becoming ill through the cold conditions

Idling engines

This area of the policy is welcomed and agreed. Unnecessary idling engines increases localised air pollution impacting the local community including the drivers. It is agreed that compliance officers should routinely advise and request taxi drivers with idling engines to turn them off or move on. It would also be welcomed for taxi firms to request this positive behaviour from their drivers. Obviously suitable provisions should be provided in colder weather to ensure drivers do not get cold, and in extreme cold weather a common sense approach should be adopted by compliance officers.

Legislation and law Outdated. (please explain). I would have thought after operating a Licensing department for more than 100+ years I would have thought the New Forest Council authority should be aware if it is suitable for purpose.

The Licensee shall immediately after the termination of any hiring of a licensed vehicle, or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there; and Any property accidentally left in a licensed vehicle must, (within 48 hours) be handed in to the private hire operator if the journey is booked through an operator, or handed in at a Police Station.

As mentioned in our recent Site Visit in February 2024, Bolt has a clear lost property process in place. If the driver and passenger are unable to resolve the issue within 24 hours, we escalate this to our local operations team to investigate further and arrange for a courier to pick up the item from the driver and deliver it to a local hub where a passenger can pick it up. We are happy to explain our Lost Property process in detail in a future meeting. We recommend that this requirement is caveated for operators such as Bolt who have their own processes in place and are app-based.

No smoking signs. No one smokes in my car. Ever. This is the law. anyone entering the car who wishes to smoke is told that his is not allowed by law. I do not want to have to put stickers all over my car to show customers what is clearly part of the law already. My vehicle is not operating with Uber or any other app based service. All my customers are aware of me and my car. My customers, with rare exception, do not smoke at all. I make arrangements with those customers who do smoke to stop at appropriate points to allow them to exit the vehicle to smoke.

Licence holders must notify licencing services

Discriminatory , if the rules are being followed according to DVLA . there is no need to ask for extra proof.

This is ambiguous, "the office to be a recognised office facility" .

When a small operator only needs a phone and a laptop or iPad, why would they need an office? Booking systems , online diaries and accounting packages are all online , no need for office facilities. To pay for a commercial office would not be financially viable and a total waste of money. The taxi companies, yes, I understand as the cabs and passengers would visit often so the need for a commercial premise is warranted. I even have reservations for the independent Hackney's that just use the ranks, why would they need an office?

However, your independent Private hire owner operator why would there be the need? They do not have passengers visiting their home address , they probably only go out a couple of times a day. This would not be viable spending £1000 a month for you to visit for compliance purposes. We need to encourage more independent operators not put them off. If we lose the independents operators there will only be the large operators and the lack of the personal touch will be gone! Look what's happened to the corner shops and the supermarkets. Seriously think about how to encourage them, they are an asset to the community, they go above and beyond for their clients, please do not place barriers with your new policy , YOU WILL LOSE THEM !! then you will not have their revenue.

Measures should be in place to stop the drivers from having vehicles licenced in NFDC and them working in Woking and Reading etc why do you allow this? I talk to drivers at the airports and the NFDC licencing is seen as a soft touch council to get a licence . Due to the volume of these vehicle and drivers and their applications ,it leaves the potential local driver waiting for 5 months to get a new application ? Who wants to wait for that long!! I have serious issue in getting drivers because of this. There should be a 25-mile limit set for drivers to live from the boundaries of New Forest.

I have worked as an operator in the New Forest for over 19 years and I have seen a decline the recent years of the independent drivers. Please encourage them. I struggle to get drivers as your process is so long. It used to take 4- 6 weeks for a new driver application.

Please reverse this situation and let's make it easier for the new local drivers. Let's encourage them , let's make them welcome please!!!

Drivers must cooperate fully with requests from police officers, authorised officers and authorised officers from other licencing areas
 Only the police have the right to stop a moving vehicle. Any other person trying to stop a licenced vehicle , can be seen as attempting to "flag down" Any person trying to gain the attention of a licenced vehicle is clearly trying to "immediately hire a pre booked only car"
 Licencing officials and the Police must comply with PACE section 34 "you do not have to say anything . but it may harm your defence if you do not mention when questioned , something which you later rely on in court" It would be a miscarriage of justice if an accused person who followed their rights was later prosecuted under a byelaw for "non cooperation"

external safeguarding training provided by the Blue Lamp Trust.

Hampshire County Council is redeveloping its MiDAS Accessible training course at the moment, with a view to incorporating Safeguarding training along side other material that would be beneficial and seek to raise the standards in the PH and HC trade in relation to customer service, disability etc.

Once developed, NFDC may wish to consider whether this combined course would offer a wider overall benefit. Therefore, removal of the reference to a specific external provider (Blue Lamp Trust) may provide scope for NFDC to select a different provider of safeguarding training, if appropriate, in the future.

Legislation was added to the police and crime act 2017 section 177 and is quoted as below

Licensing functions under taxi and PHV legislation: protection of children and vulnerable adults

(1)The Secretary of State may issue guidance to public authorities as to how their licensing functions under taxi and private hire vehicle legislation may be exercised so as to protect children, and vulnerable individuals who are 18 or over, from harm.

Safety and best practice

I would have thought the Council do this automatically and is capable of operating the system. Driving test for all new would-be Taxi drivers would be an idea as for all taxi drivers over 70's. This is undertaken by the Council examiner and could check if an understanding of the English language.

Drivers should not stop or wait near a taxi rank

The dft guideleins state

Members of the public can often confuse private hire vehicles with taxis, failing to realise that they are not available for immediate hire and that a private hire vehicle driver can only fulfil pre-booked requests. Greater differentiation in signage will help the public to distinguish between the two elements of the trade. To achieve this, licensing authorities should seek to differentiate the profile of private hire vehicles as these can only be legally engaged through a booking with a licensed operator.

Licensing authorities should not impose a livery requirement on private hire vehicles. The more distinctive a private hire vehicle is made to appear, the greater the chance that this might be confused with a taxi. To assist the differentiation further, licensing authorities which require taxis to be a particular colour should prevent private hire vehicles from being that same colour, unless they are easily identifiable i.e. they are purpose-built vehicles as is the case in many of our cities.

Licensing authorities' private hire vehicle signage requirements should be limited to the authority licence plate or disc and a "pre-booked only" door sign.

If a vehicle is made to look like it can be hired the public will try and hire it . The best practice is to make it look inconspicuous as possible as per the guidelines ,

But most importantly how near to the taxi rank , My car has no stickers on it , this can be parked 5 metres from a rank and no one would notice it was a PHV , unless they got close .

A vehicle that has livery on can be clearly seen from 100 metres from a rank ???

Where are the protections for the drivers? The council set the fayre tariffs but do not stipulate the minimum amount that is passed on to the driver as a living wage.

My experience that charges set by the operator that I work for (on a self employed basis!) make it impossible through their mileage charges and operating methodology to earn anywhere near minimum wage. The company are not responsible for the lack of work or time spent waiting for work. They use more drivers than necessary which far exceeds the work load and do not offer a minimum amount that can be earned in an 8 hour day. Time does not matter to them!

For example: The NFDC put tariff rates up by 5% in February 2023. The operator increase charges for drivers from £0.90 per mile to £1.15 per mile. An increase of 28%. Therefore, taking in to account the NFDC increase of 5% the drivers immediately lost a total of 23% of their income during a cost of living crisis!

Is the NFDC not responsible for this treatment?

I believe tint is allowed on rear windows by law. All taxi with tint windows are preferred by passengers. In taxi Business customers love their privacy and that is why all taxi drivers use tint papers. Only luxury cars are manufactured tint because it cost a lot of money. So all other cars have to arrange it privately to tint the rear windows. I request council to look on this amendment.

We oppose this point for a few reasons, many vehicles still do not come with air conditioning and so the only reason we put tinted film on our windows is for passenger comfort. It goes without saying that if you sat in a greenhouse for an hour or so you would become very uncomfortable and potentially very adjtated. This is very similar to sitting in a minibus in the middle of summer.

If I may quote an extract from your proposal, "windows tinted during the build of the vehicle (factory fitted) are permitted to be used on a licensed vehicle" I honestly don't see how it effects proceedings whether the vehicle tints are factory fitted or if window film has been applied after the fact. They both have the same effect on the passenger by cutting UV light coming into the vehicle thus making it cooler inside the vehicle. If I may quote another extract from a different appendix "Maintains a professional fleet for local customers and visitors to the area and raises standards". I know for a fact that if visitors to the New Forest are forced to sit in vehicles with no air conditioning because it wasn't fitted at factory and the vehicle doesn't have tinted windows because you are forcing us as drivers/operators to remove the film, this will have the total opposite effect to what you are trying to achieve and if anything the standards will fall and visitors will not use taxis (both hackney carriage and private hire).

The DFT has said 8.8 Tinted windows

Authorities should carefully consider the views of the public and the trade when considering the acceptance of 'after-market' tinting and should be assured that any after-market window tinting does not negatively affect the safety features of the glass it is applied to.

Euro NCAP rating 4 is good. However, 5 should be the aim. Also, it seems that this point isn't binding – it is a recommendation that something should be considered. Could or should the wording be strengthened here?

Probably better to choose a Licencing authority that doesn't have massive waiting times , and can use the bus lanes on Southampton

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PRIVATE HIRE VEHICLE



New Forest
DISTRICT COUNCIL

PRE-BOOK ONLY

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General Purposes and Licensing Committee – 10 January 2025

Licensing Fees and Charges 2025 – 2026

| | |
|-------------------------------|---|
| Purpose | For decision |
| Classification | Public |
| Executive Summary | <p>This report presents the proposed fees and charges for the Council’s licensing functions. They have been reviewed and set at a level calculated to cover the cost of delivering the services.</p> <p>The committee is asked to consider and recommend approval of the fees and charges for 2025-26 as listed in Appendix 1.</p> |
| Recommendations | <ol style="list-style-type: none"> 1. That the General Purposes and Licensing Committee recommend that Council approves the proposed fees and charges for the financial year 2025–26 as set out in Appendix 1. 2. That the power to set the scale of fees and charges for Hackney Carriage and Private Hire Licences, including to consider any objections made in respect of the proposed fees, be delegated to the General Purposes and Licensing Committee. |
| Reasons for recommendation(s) | <p>The local authority is able to recover the costs associated with undertaking its licensing functions, where these fees are not statutorily set. The cost of providing these functions has been fully costed, and proposed fees have been adjusted where necessary.</p> <p>Where appropriate, new fees have been added to reflect the costs associated with the issue of licenses under new legislation.</p> <p>Additionally, in some cases the way in which fees are charged has been amended to better reflect the way in which applications are received and administered.</p> |
| Ward(s) | All |

| | |
|-----------------------|---|
| Portfolio Holder(s) | Cllr Dan Poole |
| Strategic Director(s) | Richard Knott – Strategic Director of Housing & Communities |
| Officer Contact | <p>Ben Stockley Food and Safety Team Manager 023 8028 5348 ben.stockley@nfdc.gov.uk</p> <p>Christa Ferguson Licensing Manager 023 8028 5352 christa.ferguson@nfdc.gov.uk</p> <p>Joanne McClay Service Manager – Environmental and Regulation 023 8028 5325 joanne.mcclay@nfdc.gov.uk</p> |

Introduction

1. As part of the annual review of budgets, decisions are required by the General Purposes and Licensing Committee, to agree any non-statutory licensing fees and charges for the forthcoming financial year.
2. This report details the proposed fees and charges in **Appendix 1** for licences and registrations for 2025 - 2026 for the following work areas – animal welfare licensing, caravan site licensing, skin piercing registrations, gambling, pleasure boats, boatmen and pavement licences.

Background

3. The Council has a statutory responsibility for the administration and enforcement of a wide range of licences, registrations and permits. Many of these allow the Council to set and charge a fee, to cover the costs of the administration and issue of these permissions.
4. The basis in setting these fees is to ensure they are reasonable and cover the costs of performing the functions which includes, administration, officer costs for undertaking inspections, testing and hearings. Costs associated with enforcement activity, for example relating to premises which are operating without a licence, or breach of licence conditions cannot be included in the license fee.

5. Furthermore, legal cases such as Hemming v Westminster City Council have confirmed that licensing fees may not be used to generate a profit for Councils and that fees should be reviewed regularly to ensure that neither a significant surplus nor deficit is created.
6. Fees set under the Licensing Act 2003, are set centrally by Government and the Council has no discretion to review or amend these. The current fee structure was set when the Act came into force in November 2005 and the fee regime has not been revised since this date.
7. The Council is, however, able to set fees for the following licence types:
 - pavement licences.
 - gambling establishments.
 - animal welfare (boarding, home boarding, dog breeding, riding establishments, pet shops and zoos).
 - residential caravan sites.
 - skin piercing (tattooing, acupuncture, electrolysis, cosmetic piercing and semi-permanent skin colouring).
 - pavement licences.
 - pleasure boats (boatmen and vessels) and
 - taxis and private hire (drivers, vehicles and operators)

Issues for consideration

8. The setting of discretionary fees for the licensing of the above matters, must be formally approved by the Council's General Purposes and Licensing Committee before they may be applied.
9. The Taxi Licensing Policy has been reviewed following a consultation process on new proposals and an amended draft policy is to be considered by the General Purposes and Licensing Committee on 10 January 2025. Once approved, any new process requirements will need to be reviewed and built into the assessment for the cost recovery of issuing these licences. Taxi licensing fees will therefore be consulted on after approval of the policy by Council therefore they are not proposed to change at this time.
10. The proposed fees for licences and permits in **Appendix 1** have been increased following a detailed review of the cost to deliver each function and have also been benchmarked against similar and neighbouring local authorities.

Pavement Licences

11. The Business and Planning Act 2020 (BPA) provided temporary permissions following the covid pandemic, which allowed businesses such as public houses, cafes, bars and restaurants to place chairs and tables over part of the highway adjacent to their premises.
12. This Act has since been amended by the Levelling Up and Regeneration Act 2023 which introduced a permanent pavement licensing scheme from 31 March 2024. Fees for the application can be set locally but are capped at a maximum of £500 for first time applications and £350 for renewals. The proposed new fees in Appendix 1 are for full cost recovery of this application process.

Gambling fees

13. All permits and lottery fees set under the Gambling Act 2005 are statutorily set, whereas gambling premises licence fees are capped, with the discretion for fee setting up to this level. These gambling premises licences have been increased in line with inflation.

Animal welfare fees

14. Animal welfare licensing fees have been reviewed and increased where required and the fee structure revised, to recover all costs relating to the processing and issue of different licence types. New applications for all animal welfare applications have been costed at a higher level than renewal licences, based on additional officer time in providing advice and assistance during the initial licensing process.

Skin piercing fees

15. Skin piercing registration fees have been reviewed and a further breakdown of registration options provided for customers, which better represent the costs of the different application processes. The two additional fee categories are:
 - A combined cost for a practitioner and premises registration in one single application,
 - A cost for registering additional practitioners, when applied for at the same time as a premises/practitioner application.
16. The fee for a practitioner application alone has been substantially increased. This proposed fee covers the full costs of administering such an application when there is no premises application. It is important to note, that as with all skin piercing fees, this is a one-off fee.

17. The fee for a business to be registered to undertake additional skin piercing activities has also been increased, to reflect the full cost of administering this service.

Caravan sites fees

18. Caravan site fees have also been raised to reflect the increased cost of delivering the service.

Corporate plan priorities

19. **Theme:**
Empowering our residents to live healthy, connected and fulfilling lives.
Future New Forest. Transforming tomorrow, together.
20. **Corporate Plan Objective:**
Protect and improve the health and wellbeing of our communities.

Being financially responsible.
21. **Service Objective:**
Implementation of the Environmental and Regulation Service Plans.

Consultation undertaken

22. This report has been reviewed by EMT and the Portfolio Holder prior to consideration by the General Purposes and Licensing Committee.

Financial and resource implications

23. There will be no additional costs in adoption of these fees and changes, and the new charges are likely to better offset the costs of the licensing work, therefore increasing income and closing the income-cost gap.

Legal implications

24. The fees and charges review was undertaken in line with legislation and statutory guidance with the aim of ensuring full cost recovery.

Risk Assessment

25. A formal risk assessment is not required.

Environmental / Climate and nature implications

26. There are no direct climate implications.

Equalities implications

27. There are no direct equalities implications.

Crime and disorder implications

28. There are no direct crime and disorder implications.

Data protection / Information governance / ICT implications

29. There are no direct implications.

Conclusions

30. The setting of the proposed licensing fees and charges has been through a rigorous process, to cost the delivery of the service to businesses and members of the public.

31. The increased fees are proposed to take effect from 1 April 2025.

Appendices

Appendix 1 – Proposed fees for 2025 - 2026

Background Papers:

[Mobile Homes Act 2013: a guide for local authorities on setting licence fees](#)

[Mobile homes: a guide for local authorities on setting fees for the fit and proper person test](#)

[Animal activity licensing process: statutory guidance for local authorities](#)

[LGA guidance on locally set licensing fees | Local Government Association](#)

ENVIRONMENTAL AND REGULATION-LICENSING SERVICES
PROPOSED SCALE OF FEES AND CHARGES FOR 2025/26

All annual fees unless stated

ANIMAL WELFARE LICENCE FEES

New Pet shops (1, 2 or 3 year licence) **(NEW)**
 Renewal Pet shops (1, 2 or 3 year licence)
 New Dog breeding (plus vet inspection fees) (1, 2 or 3 year licence) **(NEW)**
 Renewal Dog breeding (plus vet inspection fees) (1, 2 or 3 year licence)
 New Dog/cat boarding (1, 2 or 3 year licence) **(NEW)**
 Renewal Dog/cat boarding (1, 2 or 3 year licence)
 New Home dog boarding (1, 2 or 3 year licence) **(NEW)**
 Renewal Home dog boarding (1, 2 or 3 year licence)
 New Dog day care (1, 2 or 3 year licence) **(NEW)**
 Renewal Dog day care (1, 2 or 3 year licence)
 New Keeping animals for exhibition (3 year licence) **(NEW)**
 Renewal Keeping animals for exhibition (3 year licence)
 New Horse riding: 0-9 horses (plus vet inspection fees) (1, 2 or 3 year licence) **(NEW)**
 Renewal Horse riding: 0-9 horses (plus vet inspection fees) (1, 2 or 3 year licence)
 New Horse riding: 10-19 horses (plus vet inspection fees) (1, 2 or 3 year licence) **(NEW)**
 Renewal Horse riding: 10-19 horses (plus vet inspection fees) (1, 2 or 3 year licence)
 New Horse riding: 20+ horses (plus vet inspection fees) (1, 2 or 3 year licence) **(NEW)**
 Renewal Horse riding: 20+ horses (plus vet inspection fees) (1, 2 or 3 year licence)
 Request for re-rating
 Variation of licence (plus £46 per hour for additional work as agreed)
 Unsuccessful Appeal brought by applicant
 Dangerous Wild Animals Act Licence (plus actual cost of vet fees) (3 year licence)
 Zoo Licence (6 year licence)

| Charges | Proposed Charges | |
|-------------|------------------|--------------|
| | 2024/25 £ | 2025/26 £ |
| N/A | 444.00 | |
| 338.00 | 371.00 | 33.00 |
| N/A | 481.00 | |
| 388.00 | 400.00 | 12.00 |
| N/A | 444.00 | |
| 360.00 | 371.00 | 11.00 |
| N/A | 327.00 | |
| 275.00 | 283.00 | 8.00 |
| N/A | 444.00 | |
| 360.00 | 371.00 | 11.00 |
| N/A | 392.00 | |
| 341.00 | 351.00 | 10.00 |
| N/A | 613.00 | |
| 538.00 | 554.00 | 16.00 |
| N/A | 699.00 | |
| 613.00 | 635.00 | 22.00 |
| N/A | 768.00 | |
| 660.00 | 704.00 | 44.00 |
| 226.00 | 233.00 | 7.00 |
| 45/hr | 46/hr | |
| Actual cost | Actual cost | |
| 190.00 | 196.00 | 6.00 |
| Actual cost | Actual cost | |

OTHER LICENCE AND REGISTRATION FEES

Sex Shop Licence
 Pleasure Boat (1 year licence)
 Boatman Licences - new and renewal (3 year licence)
 Pavement licence -New application **(NEW)**
 Pavement licence -Renewal application **(NEW)**

| Actual cost | Actual cost | |
|-------------|-------------|------|
| 115.00 | 121.00 | 6.00 |
| 116.00 | 120.00 | 4.00 |
| N/A | 350.00 | |
| N/A | 250.00 | |

Skin Piercing (one-off fee)

Registration of Premises
 Registration of Practitioners
 Registration of Premises and one Practitioner **(NEW)**
 Registration of Additional Practitioner (at time of premises/practitioner registration) **(NEW)**
 Application to include additional activities
 Minor Variation - Reissue of registration certificate

| | | |
|--------|--------|-------|
| 186.00 | 196.00 | 10.00 |
| 76.00 | 146.00 | 70.00 |
| N/A | 270.00 | |
| N/A | 78.00 | |
| 76.00 | 89.00 | 13.00 |
| 23.00 | 25.00 | 2.00 |

LICENSING ACT 2003

Statutory fees apply

GAMBLING ACT 2005

Permits and Small Society Lottery licences-Statutory fees apply

Bingo Premises

New Application
 Annual Fee
 Provisional Statement New
 Premises licence fee for holders of Provisional Statements
 Variation Fee
 Transfer Fee
 Reinstatement of Licence

| | | |
|----------|----------|-------|
| 2,500.00 | 2,575.00 | 75.00 |
| 750.00 | 772.00 | 22.00 |
| 3,500.00 | 3,500.00 | 0.00 |
| 630.00 | 649.00 | 19.00 |
| 920.00 | 948.00 | 28.00 |
| 630.00 | 649.00 | 19.00 |
| 1,200.00 | 1,200.00 | 0.00 |

Betting premises

| | | | |
|--|----------|----------|-------|
| New Application | 1,750.00 | 1,802.00 | 52.00 |
| Annual Fee | 400.00 | 412.00 | 12.00 |
| Provisional Statement New | 1,575.00 | 1,622.00 | 47.00 |
| Premises licence fee for holders of Provisional Statements | 630.00 | 649.00 | 19.00 |
| Variation Fee | 790.00 | 814.00 | 24.00 |
| Transfer Fee | 550.00 | 567.00 | 17.00 |
| Reinstatement of Licence | 630.00 | 649.00 | 19.00 |

Adult Gaming Centre (AGC)

| | | | |
|--|--------|--------|-------|
| New Application | 900.00 | 927.00 | 27.00 |
| Annual Fee | 500.00 | 515.00 | 15.00 |
| Provisional Statement New | 840.00 | 865.00 | 25.00 |
| Premises licence fee for holders of Provisional Statements | 505.00 | 520.00 | 15.00 |
| Variation Fee | 500.00 | 515.00 | 15.00 |
| Transfer Fee | 505.00 | 520.00 | 15.00 |
| Reinstatement of Licence | 505.00 | 520.00 | 15.00 |

Family Entertainment Centre (FEC)

| | | | |
|--|----------|----------|-------|
| New Application | 1,000.00 | 1,030.00 | 30.00 |
| Annual Fee | 500.00 | 515.00 | 15.00 |
| Provisional Statement New | 840.00 | 865.00 | 25.00 |
| Premises licence fee for holders of Provisional Statements | 400.00 | 412.00 | 12.00 |
| Variation Fee | 500.00 | 515.00 | 15.00 |
| Transfer Fee | 400.00 | 412.00 | 12.00 |
| Reinstatement of Licence | 400.00 | 412.00 | 12.00 |

Track

| | | | |
|--|----------|----------|-------|
| New Application | 1,320.00 | 1,373.00 | 53.00 |
| Annual Fee | 525.00 | 541.00 | 16.00 |
| Provisional Statement New | 1,320.00 | 1,373.00 | 53.00 |
| Premises licence fee for holders of Provisional Statements | 500.00 | 515.00 | 15.00 |
| Variation Fee | 655.00 | 682.00 | 27.00 |
| Transfer Fee | 500.00 | 515.00 | 15.00 |
| Reinstatement of Licence | 500.00 | 515.00 | 15.00 |

RELEVANT PROTECTED CARAVAN SITE LICENCE FEES

| | | | |
|--|--------|--------|-------|
| Application for a new site -single pitch | 565.00 | 607.00 | 42.00 |
| Application for a new multiple licensed site | 800.00 | 851.00 | 51.00 |
| Multiple licensed site - Annual fee for each permitted caravan | 14.00 | 14.40 | 0.40 |
| Transfer of site licence | 192.00 | 215.00 | 23.00 |
| Alteration of conditions attached to an existing site licence | 392.00 | 404.00 | 12.00 |
| Depositing site rules | 94.00 | 98.00 | 4.00 |
| Fit and Proper Person Application | 260.00 | 268.00 | 8.00 |

Licence Fees are not subject to VAT unless otherwise stated