

Department of TransportTaxi & Private Hire Vehicle Licensing Best Practice Guidance 2023Proposed Action/Updates

Issue	Position	Action
<b>4. Accessibility</b>		
<p>Issues relating to accessibility barriers for disabled people which include: communication barriers; assistance dogs; confidence barriers; inclusive service; inclusive service plan; assistance for all passengers; assistance dogs and accessibility equipment.</p>	<p>To review accessibility issues for disabled people</p>	<p>Develop an accessibility policy in consultation with disability groups and the trade.</p>
<b>5. Enforcing the Licensing Regime</b>		
<p>This section looks at implementing an effective framework for licensing authorities, to ensure that a full range of information is made available to suitable-trained decision makers who are supported by well-resources officials, is essential to a well-functioning taxi and private hire vehicle sector. Whilst this helps prevent the licensing of those that are not deemed 'fit and proper', it does not ensure that those already licensed continue to display the behaviours and standards expected.</p> <p>Examples of this is to ensure licensees are aware of the policies, process for public to make comments or complaints; test purchasing; joint authorisation of enforcement officers with other local authorities; points based enforcement systems and information on the suspension and revocation of licences.</p>	<p>The taxi licensing policy is available on our website and full consultation with the trade was carried out in 2022. All new drivers undertake a knowledge test which questions them on our licence policy and conditions.</p> <p>Members of the Taxi Licensing Committee complete annual training</p> <p>Complaint and comments form available online for members of the public.</p> <p>No joint enforcement agreement in place.</p> <p>Penalty point based system in place</p>	<p>Look to implement Joint authorisation agreement with adjoining authorities and those authorities that license a significant number of drivers and vehicles that operate in Pendle.</p> <p>Carry out test purchases (mystery shopping) focusing on the compliance of the carriage of guide dogs</p>

<b>6.Driver Licensing</b>		
<p>This section looks at the duration of drivers licences; fit and proper test; disability awareness; driver proficiency; acceptance of non-UK driving licences; medical and vision assessment; immigration checks; age limits; language proficiency; vocational training and assessment; topographical training; intended use and assessment and vehicle condition check.</p>	<p>Checks and procedures for duration of licences, fit and proper tests; non-UK driving licences, medical and vision, immigration checks, age limits, language proficiency; intended use and vehicle condition check are already in place.</p> <p>Disability awareness, driver proficiency and vocational training and topographical training to review.</p>	<p>To tailor training courses for drivers to expand on the areas that training is conducted on presently.</p> <p>The locational knowledge section of the knowledge test should remain as not all drivers are linked to a sat nav.</p>
<b>7. Private Hire Vehicle Operator Licensing</b>		
<p>The objective in licensing private hire vehicle operators is, again, the safety of the public, who will be using operators' premises and the vehicles and drivers arranged through them. The Statutory Taxi and Private Hire Vehicle Standards sets out relevant safeguarding checks for an operator, including criminality checks. In addition, the Department considers it appropriate to ensure that private hire vehicle operators administer their business correctly to be considered 'fit and proper'. Licensing authorities should consider the following as part of their assessment:</p> <p>Sources of information; disability awareness; duration of licences; insurance; health and safety responsibilities and compliance with employment law.</p>	<p>Checks and procedures for sources of information, duration of licences and public liability insurance are already in place.</p> <p>Disability awareness, health and safety responsibilities and compliance with employment law to review.</p>	<p>To investigate a disability awareness training course for operators Awareness of health and safety law is mixed so there is a need to look at guidance on that.</p>

<b>8. Vehicle Licensing</b>		
<p>The legislation gives licensing authorities a wide range of discretion over the types of vehicles that they can license as taxis or private hire vehicles. Some authorities specify conditions that in practice can only be met by purpose-built vehicles but the majority license a range of vehicles.</p> <p>Items to consider should be the specification of vehicle types that may be licensed; motorcycles and pedicabs; vehicle age limits; vehicle safety ratings; environmental consideration; imported vehicles -type approval; tinted windows; an accessible fleet; accessibility equipment; vehicle identification and signage; passenger capacity; carrying children; personal security; partitions in vehicles; CCTV; emergency equipment; vehicle testing and motoring diligence.</p>	<p>Vehicle licensing would benefit from a review of the types of vehicles that can be licensed.</p>	<p>To review our vehicle licence conditions, taking into consideration age limits, environmental issues and vehicle safety ratings, together with imported vehicles, tinted windows, signage, passenger capacity and emergency equipment and report back to the Taxi Licensing Committee.</p> <p>To consider installation of CCTV for all licensed vehicles.</p>
<b>9. Quantity restrictions of taxi licences outside London</b>		
<p>This section looks at the present legal provision on quantity restricts and the legal powers; impacts of quantity restrictions; unmet demand surveys; consultation and reviewing of restrictions.</p>	<p>We have a limit of 71 hackney carriage and carried out an unmet demand survey in 2023, at the request of the taxi trade, which concluded no unmet demand.</p>	<p>To review the limit of hackney carriages in 2028 with the trade.</p>
<b>10. Taxi Fare rates</b>		
<p>Licensing authorities have the power to set maximum taxi fares for Hackney journeys within their area and most do. There is no power to set fares for private hire vehicles. This section looks at the setting of taxi fares and price competition</p>	<p>Hackney fares last reviewed in 2023</p>	<p>No further action</p>

<b>11. Taxi Ranks and Roadside infrastructure</b>		
<p>Taxi ranks can provide a useful interchange between modes of transport and a focal point for taxis and passengers at peak periods. There are a number of aspects that should be considered when assessing the number and location of taxi ranks, including how ranks contribute to a wider transport policy and its success in delivering accessible transport as disabled users are less able to seek alternatives. This section looks at reviewing taxi ranks every 5 years</p>	<p>Observation of taxi ranks is regularly carried out and some ranks are not used or now required.</p>	<p>To carry out a review of our taxi ranks in consultation with LCC.</p>
<b>12. Taxi Zones</b>		
<p>The areas of some licensing authorities are divided into two or more zones for taxi licensing purposes. Hackney drivers may be licensed to ply for hire in one zone only. Zones exist for historical reasons, due to local authority boundary changes.</p>	<p>Pendle has no taxi zones and the introduction of them is not necessary</p>	<p>No further action</p>
<b>13. Flexible Transport Services</b>		
<p>It is possible for taxis and private hire vehicles to provide flexible transport services in a number of ways. Such services can play a valuable role in meeting a range of transport needs, especially in rural areas. This section encourages local authorities to promote flexible services. This section looks at shared taxis for private hire vehicles with advanced bookings and taxis for immediate hiring where passengers can share and pay separate fares lower than what a single fare would have been.</p>	<p>No flexible agreements in place</p>	<p>Encourage private hire operators and hackney carriage proprietors to look into separate fares where passengers can share journeys.</p>

<b>14. Local transport plans and strategy</b>		
The Transport Act 2000 as amended by the Local Transport Act 2008, requires all local transport authorities in England, excluding London, to produce a Local Transport Plan (LTP), having regard to Government policy. This should include all modes of transport including taxi and private hire vehicles.	County Council function	No further action
<b>15. Tax Checks in Licensing</b>		
HMRC introduced a tax registration check for renewed applications in England and Wales to drive taxis and private hire vehicle and to operate a private hire vehicle business in April 2022. The licensing authority must obtain confirmation from HMRC that the applicant has completed a tax check.	Introduced in April 2022	No further action