

Summary of proposed changes to the Hackney Carriage and Private Hire Policy 2025-2030

The Taxi Policy is reviewed periodically and in line with current guidance and statute. Rushcliffe Borough Council undertake this on a rolling 5-year period and additionally throughout the policy it will be updated as new legislation or guidance is published and kept track of via a changes table at the start of the document.

As such a number of minor changes have already taken place over the preceding 5 years as indicated in the change log under the current published policy on the Council's website and authorised by the Executive Manager for Neighbourhoods.

However, this current update is an opportunity to make more substantial changes and is subject to public/trade consultation. The current changes are proposed to arrest the decline of the Hackney capacity, increase efficiency and lower overall costs. Taking a pragmatic approach to licencing but still maintaining safety

It should be noted that Hackneys (currently the black cabs) in particular are at an all-time low in Rushcliffe, there being only 7 Hackneys licenced, and are falling due to increase vehicle costs and the predominance of Private Hires who are offering fast bespoke pickup service.

The table below sets out the areas of important changes in the policy showing current element and the proposed change with a comment where necessary, but it should be remembered the document has been reviewed as a total and amendments made through out. The policy however should be read in its entirety.

This consultation was for 6-weeks using Survey Monkey and responses have been considered before final recommendations (endorsement) to the licensing committee in October 2025. The survey covers the 2 June 2025 to 14 July.

The policy will require approval at Council in November 2025 and the approved policy will take effect on the 27 November 2025 and remain in force for 5 years.

As legislation and guidance changes take place subsequently the policy will be updated and a log kept of ongoing approvals via delegated powers..

Table showing the major changes to be implemented in the November/December 2025 policy.

Current approach	Proposed change	Note
Section 2 legislation references	Updated to include new Acts/guidance	
4. Delegations	Confirms that delegations' arrangements for refusals and suspensions etc	
6.1 Fit and proper	Updated definition	Emphasise safeguarding
6.2 Currently we have a registration process, then application process and a fee for each. The driver can take 3-4 months to go through the registration completion requirements. If he/she pulls out there is no application fee to refund. Subsequently they then apply online and pay the fee references or re-submitting their pre app documents.	Propose to remove the registration element (and fee). Have a single application process moving forward. Should the applicant fail in time to provide the required documents then they will be refused. Refunds will normally not be permitted (only administrative refunds e.g. if they paid twice, withdrawn promptly or authorised by formal complaint). Complaints about refusing to refund applicant will be directed to corporate complaints process. Applications are to be determined in 3 months and may be refused if not complete or pending further supporting documents (as not fit and proper being demonstrated) This is a major change.	The registration process was introduced to prevent applications remaining on our system for many months as pending driver requirements. We now have an online portal. For this to work best we are placing the onus on the driver to have details ready to apply and where documentation is not supplied applying a 3-month period before we determine. When 3 months is reached, if not fit and proper we will refuse. The system will encourage known failure points e.g. the knowledge test to be undertaken prior to applying.
We introduced twice annual DBS checks;	Amended to twice yearly checks for DBS	This section wasn't changed prior but was

it is noted that this section still refers to annual checks	and confirms can be suspended/revoked if not provided.	in another part of the policy. As such this corrects an error.
Asylum seekers are not specifically mentioned currently	We have included a comment on how to deal with Asylum seekers applications as drivers	Allows exemption to certificates of good conduct as their country will/can't provide. DBS is still required. Any applicant must have the right to work to be granted a licence. Asylum seekers do not usually have permission to work and when they do it is limited and conditioned.
6.5 Knowledge tests. All drivers to complete, current limit of 3 test for KT.	A taxi driver is still required to undertake the KT. However, we are allowing an alternative such that drivers can undertake the more demanding and expensive Green Penny test. Multiple tests can be taken with no limit, paying for each test. Medium change	This is mostly done by SEND drivers and avoids duplication. SEND drivers are on contract and the Green Penny or other approved is highly focused on safety/safeguarding.
6.5 English test. All drivers need to demonstrate their ability to speak and write read English to an acceptable level	Emphasises that cheating will be dealt with seriously and can lead to refusal. Multiple tests can be taken, no limit.	There have been a couple of instances of attempted cheating. Not every driver requires a test, only where no UK qualification can be provided
6.6 Medicals are required at certain age	Clarifies when a medical is required to be provided. From prior to within 3 months of the application.	If an applicant fails the medical, the application is likely to be refused
6.7 EUSS, the European settle scheme is included	This is removed as it is now ended	Cannot stay in the policy
Duration of licence is three years.	Suggest one year for new entrants as the cost of a three year may be prohibitive or not preferred	Not a change but seeks to guide better.
Safeguarding training	Training is now combined safeguarding and disability training into one course	Confirms as we are now delivering. Not a change in reality
Right to work is required to be demonstrated & link to asylum seekers	Clarifies what needs to be provided due to changes in these documents and	There is a legal requirement not to grant a licence to those that cannot demonstrate

	schemes. Asylum seekers are also included as a group as they have difficulty in providing certain documents.	their right to work however Asylum seekers do not usually have permission to work and when they do it is conditioned.
NR3S	Wording reworded and includes “suspension”, reduced wording same effect Retention period has been reduced	No change in reality, conciseness change
Private Hire Vehicles/Hackney Carriage application process is an online form now.: Currently requires an MOT, Compliance test, insurance and v5. Tests are booked by admin.	It is proposed to remove the additional compliance test and rely on the MOT standards. The MOT will be required within 14 days before the application at RBC approved garage. No additional compliance test at application is required. As the application process is online we will accept scanned or photos of documents. Brand new vehicles will not require a mot or other test. This is a major change.	Currently a vehicle has be to be tested twice and this appears to be unnecessary. This will save time on booking and rebooking compliance tests. Drivers will manage their own MOT booking with the garages.
Currently we will accept an application from any vehicle up to 12 years old and 14 for specially adopted vehicles. Vehicles over 5 years old require to be tested every 6 months so are granted a 6-month licence not 12 months.	The original consultation proposed to accept only NEW vehicles that are less than 5 years to the fleet. Following comments we propose this to be 8 Years Those that are older but are currently licenced can renew up to 15 years old. Those vehicles 0 to <8 will be granted a 1-year licence. Those vehicles that are >=8-15 will be issued a 6-month licence. The licence fee is the same.	This seeks to see improvements in the fleet be only accepting newer vehicles as new Hackney/Private Hire Vehicles to Rushcliffe. (see additional notes at the bottom following consultation we propose 8 years not 5 years) Those vehicles renewed, we will have a record for and drivers are incentivised to remain with us. If they miss the renewal

	EXEMPTION: Electric and ZEV not limited age. SEND (Special Educational needs) vehicles not age limited on renewal. New table included in policy in 7.3 This is a major change.	date by a short period we will allow the renewal, e.g. no more than a week has elapsed. We wish to keep low emission and specially adapted vehicles that are generally lower mileage and perform a necessary public function.
7.1 Application process for vehicles Currently requires MOT and then we arrange a taxi test in addition.	Updated to include online and digital evidence. Simplified process requiring all evidence to be provided on application. MOT at RBC garage is required within 14 days prior to applying. Applicant to arrange and pay direct to the garage. No further taxi test is required	Reduces cost (enable fees to be maintained lower) and streamline this process. Enables the applicant (Driver) to self-manage the testing with the garage. Stops the need for duplicate testing of a vehicle.
7.7 Hackneys must be black and London cab type (in Appendix F)	Hackneys must be one colour gloss but no colour specified. Appendix F contains specification, but this will be the same as a private hire. So not a black London cab. Must have 'For Hire' roof sign. This is a major change.	Will encourage more Hackneys. Other LAs in the area have adopted this approach. Will need consultation with the trade.
7.8 Fire extinguishers	These will become optional, but where fitted must work.	Advice is to get safe, not to tackle any fire.
9.1 operators' length of a licence. States should be 5 years	We will accept 1-5 years application.	Cost of a 5 year can be high and this acts as a barrier to new operators. Restates what is currently happening
9.2 Entitlement to work.	Reemphasised for operators Restates the need to remain fit and proper and to be adequately trained	no major changes
9.9 Operator responsibility	Emphasises the need to cooperate and	

	act with integrity and honesty.	
9.12 9.12 To apply for a new PHO licence use the following link.	New wording on how to access the online application process	
11.3 Drivers' points is in place. Currently 12 points in any 12 months can lead to referral to committee.	move to 12 points in 36 months as the trigger and points are retain for longer e.g. from 12 to 36 months. This is a significant change	Points are handed out but rarely a driver has been to committee. The increased period will keep points on for longer and ensure repeat offenders are more likely to be brought to committee. Improve driver standards
Appendix A sets out the driver's application process	Updated to remove the registration process Changes as indicated above repeated. Asylum considerations included now Advised to complete KT if applicable, note exemptions apply e.g. have done Green Penny or are a local driver with Gedling, Broxtowe, Nottingham city. Application documents re-ordered to indicate the most cost-effective way to apply, list has been amended	
Appendix B DBS	Removes attendance requirement, can be online. Changed to should rather than must for DBS subscription.	If they don't subscribe they are suspended following warning. Delegation already amended to allow SLO to authorise
Appendix C convictions policy	Reference made to the suitability guidance Section 5 onward replaced with the IOL guidance for convictions. Reference to penalty codes used by gov are referenced rather than copied. Significant change	The IoL has recently undertaken a review of convictions policy and this is being used widely. Adoption is more likely to be consistent with other LAs . IOL has also referenced the .gov.uk website for driving offence codes. Is more concise and remains up to date.

Appendix D Driver conditions.	Section 6 updated to re-state the licence original is to be deposited with the operator and not a copy. Section 8 should be 6 monthly DBS checks. Section 9 includes disability in any training.	A second original can be issued if the driver wishes to work for another operator. This helps prevent illegal working. We are currently doing 6 monthly checks. Updates what has already been agreed
Appendix E Vehicle Application process	Allows online document submission, payment, online document submission of the original. MOT must be within 14 days with the nominated garage.(before applying) NO COMPLIANCE TEST This is a major change.	
Appendix F Vehicle Specifications	Changes to the age of vehicles is included as described above. Those that are older can renew up to 12 years old. Those vehicles 0 to 7 will be granted a 1-year licence. Those vehicles that are 7-15 will be issued a 6-month licence. The licence fee is the same. EXEMPTION: Electric and ZEV not limited. SEND vehicles not limited on renewal. We will issue a licence for 6 months if the vehicle is in nearing 15 and meets the	As discussed above this will allow more hackneys to be badged and provide an on-demand pick up service. Age restrictions will ensure only newer vehicles will come onto the fleet.

	standards as opposed to only issuing a limited period licence. Hackney Carriages will need to meet the PHV standard and the black London cab specification is deleted. Specification for wheelchair accessible vehicles remain e.g. Special Adapted Vehicles or other larger wheelchair capable. Imperial conversion removed to avoid confusion in minimum acceptable dimensions. The executive plate requirements are amended to allow only for 'executive work'. a fire extinguisher is NOT mandatory in the new policy. This is a major change.	
Appendix H Hackney Carriage vehicle conditions	Rewording to confirm cheques are not accepted. A fire extinguisher is NOT mandatory in the new policy.	We are online payment unless in an emergency and then payment by phone will be permitted.
Appendix I	No material change	May be undertaken on direction or as part

		of a police/partnership stop
Appendix J	No material change	
Appendix K	No material change	
Appendix L	No material change	
Appendix M Enforcement points scheme	Updated in certain areas. But these will last longer.	These have been amended to improved implementation, consistent with other LA's.
Appendix P	Changes to links and reduced retention for NR3S to 11 years from 25	
Through out	Changes to designations or titles as necessary, formatting and numbering and tables. There are minor amendments to wording throughout the policy.	

Following consultation we are proposing a further change to the consultation version

Additional Note/change 1

We consulted on this

Any NEW LICENSED application (as opposed to a renewal) vehicle will only be able to be licensed with the Council if its date of first registration as stated on the DVLA V5 document, is **not older** than **five (5) years** of age at the date of application.

We propose to amend to (8) years of age, so the paragraph should be changed to

Any NEW LICENSED application (as opposed to a renewal) vehicle will only be able to be licensed with the Council if its date of first registration as stated on the DVLA V5 document, is **not older** than **eight (8) years** of age at the date of application.

Reason:

This 8 years figure reflects that of neighbouring authorities that have a limit and comments received are accepted.

Additional Note/change 2

Comment received concerns allowing a driver to have multiple operators.

On page 42 it is recommended to insert the following paragraph

“Drivers wishing to work for more than one operator, should apply online to this service subsequent to receiving their initial driver’s licence. This service will normally issue an additional driver’s authorisation/licence for deposit at the additional operator’s office. There will be a charge for this request on the online form payable at the time of application. You may only request an operator that is currently licenced with Rushcliffe Borough Council.”

It is expected that this fee will be nominal e.g. £18.70, the same as the cost of a replacement licence.

Reason:

Historically RBC have not permitted more than one operator, however the regulators code states this restriction should not be applied. Also comment received supports multi operators.