

Regulatory Committee Agenda

18 November 2021 at 7pm

Council Chamber, Civic Centre, Chelmsford

Membership

Councillor L.A. Mascot (Chair)
Councillor D.G. Jones (Vice-Chair)

and Councillors

R.H. Ambor, L. Ashley, D.J.R. Clark, A.E. Davidson, J.A. Frasca, P.V. Hughes, A.M. John, R.J. Lee, L.A. Millane, I.C. Roberts and T.E. Roper

Local people are welcome to attend this meeting, where your elected Councillors take decisions affecting YOU and your City. There will also be an opportunity to ask your Councillors questions or make a statement. These have to be submitted in advance and details are on the agenda page. If you would like to find out more, please email daniel.bird@chelmsford.gov.uk or telephone (01245) 606523

Regulatory Committee

18 November 2021

AGENDA

1. Apologies for Absence

2. Minutes

To consider the minutes of the two meetings held on 17 June 2021

3. Declaration of Interests

All Members are reminded that they must disclose any interests they know they have in items of business on the meeting's agenda and that they must do so at this point on the agenda or as soon as they become aware of the interest. If the interest is a Disclosable Pecuniary Interest they are also obliged to notify the Monitoring Officer within 28 days of the meeting.

4. Public Question Time

Any member of the public may ask a question or make a statement at this point in the meeting. Each person has two minutes and a maximum of 15 minutes is allotted to public questions/statements, which must be about matters for which the Committee is responsible.

The Chair may disallow a question if it is offensive, substantially the same as another question or requires disclosure of exempt or confidential information. If the question cannot be answered at the meeting a written response will be provided after the meeting.

Any member of the public who wishes to submit a question or statement to this meeting should email it to committees@chelmsford.gov.uk at least 24 hours before the start time of the meeting. All valid questions and statements will be published with the agenda on the website at least six hours before the start time and will be responded to at the meeting. Those who have submitted a valid question or statement will be entitled to put it in person at the meeting.

5. Taxi Policy Amendments
6. Proposal to Private Hire Drivers Licence & Taxi Policy amendment
7. Proposed additional condition to a Hackney Carriage or Private Hire Vehicle Licence – Contactless payments
8. Taxi Licensing – Proposed condition to require details of the driver to be displayed in the vehicle

Part II (Exempt Items)

To consider whether the public (including the press) should be excluded from the meeting during consideration of the following agenda items on the grounds that they involve the likely disclosure of exempt information specified in the appropriate paragraph or paragraphs of Part 1 of Schedule 12A of the Local Government Act 1972 indicated in the Agenda item

9. Review of a Hackney Carriage and Dual Drivers Licence

Category: Paragraph 1 of part 1 of Schedule 12A to the Local Government Act 1972

(Information relating to any individual)

Public interest statement: It is not in the public interest to disclose the content of this report because the information in it concerns the interests and circumstances of an individual who has an expectation that such information would not normally be released to the public. To do otherwise would establish a precedent for the future treatment of personal information.

10. Review of a Hackney Carriage and Dual Drivers Licence

Category: Paragraph 1 of part 1 of Schedule 12A to the Local Government Act 1972

(Information relating to any individual)

Public interest statement: It is not in the public interest to disclose the content of this report because the information in it concerns the interests and circumstances of an individual who has an expectation that such information would not normally be released to the public. To do otherwise would establish a precedent for the future treatment of personal information.

11. Urgent Business

To consider any other matter which, in the opinion of the Chair, should be considered by reason of special circumstances (to be specified) as a matter of urgency.

MINUTES OF THE
REGULATORY COMMITTEE

held on 17 June 2021 at 7pm

Present:

Councillor L. Mascot (Chair)

Councillors R.H. Ambor, L. Ashley, A.E. Davidson, J.A. Frasca, P.V. Hughes, D.G. Jones, R.J. Lee, and T.E. Roper

1. **Apologies for Absence**

Apologies for absence were received from Councillors Clark, John, Millane and Roberts.

2. **Declaration of Interests**

All Members were reminded to declare any Disclosable Pecuniary interests or other registerable interests where appropriate in any items of business on the meeting's agenda. None were made.

Exclusion of the Public

Resolved that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for Item 3 on the grounds that it involved the likely disclosure of exempt information falling within paragraph 1 of Part 1 of Schedule 12A to the Act.

3. **Application for a Hackney carriage vehicle Licence**

Public interest statement: It is not in the public interest to disclose the content of the report because the information in it concerns the interests and circumstances of an individual who has an expectation that such information would not normally be released to the public. To do otherwise would establish a precedent for the future treatment of personal information.

The Committee was asked to consider an application for a new Hackney Carriage licence made by Mr. B after the expiration of the existing one-year licence period. The Committee was informed that the licence issued had expired in February 2021 and that no application to continue the licence had been received prior to its expiry date. The Committee heard that Mr. B then contacted the Licensing department in April 2021 and explained that the date had been overlooked due to ill health.

The Committee was informed that as the licence had expired it could not be renewed and that Mr B would have to make a new application to licence the vehicle. As the vehicle did not fit the pre-licensing conditions of being 'a hackney carriage vehicle presented for the first time, it shall be registered to the applicant, and in any case, be no more than one year old', the Committee therefore was informed that they

needed to consider if there were exceptional or extenuating circumstances in this case to 'waive' the pre-licensing conditions to allow the grant of a new licence. (if they were minded to do so).

It was noted by the Committee that if the application had been received on time that it would have been granted automatically and that the matter was before them due to the application being received late.

Mr B and a family member attended the meeting to answer any questions from the Committee and informed them of the extenuating circumstances that had prevented him from renewing the licence on time.

Members were advised that the following options were available to them;

- To allow the vehicle to be re-licensed
- To refuse to grant the application

The Committee did not have any questions for Mr B and retired to deliberate on the matter.

The Committee has given careful consideration to the officers' report and the representations made by Mr B. The Committee agreed they were satisfied that on this particular occasion, there were exceptional circumstances (ill health) that warranted waiving the pre-licensing conditions to grant a new licence.

RESOLVED that an exception to the pre – licensing conditions be made to allow the vehicle registration in question to be granted a new licence.

4. Urgent Business

There were no matters of urgent business.

The meeting closed at 7.08pm

Chair

MINUTES OF THE
REGULATORY COMMITTEE

held on 17 June 2021 at 7.15pm

Present:

Councillor L. Mascot (Chair)

Councillors R.H. Ambor, L. Ashley, A.E. Davidson, J.A. Frasca, P.V. Hughes, D.G. Jones, R.J. Lee, and T.E. Roper

1. **Apologies for Absence**

Apologies for absence were received from Councillors Clark, John, Millane and Roberts.

2. **Minutes**

The minutes of the meeting held on 25 March 2021 were agreed as a correct record and signed by the Chair.

3. **Declaration of Interests**

All Members were reminded to declare any Disclosable Pecuniary interests or other registerable interests where appropriate in any items of business on the meeting's agenda. None were made.

4. **Public Question Time**

No questions were asked or statements made.

5. **Election of Vice Chair**

Councillor Mascot proposed that Councillor Jones be elected as the Vice Chair. This was seconded and agreed by the Committee.

RESOLVED that Councillor Jones be elected as the Vice Chair.

6. **Taxi Policy**

The Committee received a report asking them to consider responses to a consultation on the proposed Taxi Licensing Policy that they had originally considered in February 2021. The Committee heard that this was a single source document that combined all existing policies alongside some new Department for Transport Standards on safeguarding and training. It was noted that those new standards had mostly been implemented already but the new policy was a good opportunity to bring everything together into one document. The Committee was reminded that the consultation started on 1st March 2021, lasting 43 days until 9th April. It was noted that officers held remote meetings with the trade and the GMB during this period and letters were sent to every single licence holder along with the

statutory bodies listed in paragraph 1.5 of the report. The Committee heard that some general feedback was received during the consultation and this had been taken on board by officers, as any feedback always is.

Officers informed the Committee, that one of the main elements of the policy responses were received on, was paragraph 2.2.1 of the draft policy, which covered the addition of the option of a single rather than dual driver's licence. It was noted by the Committee that this proposal had been added as it intended to make it easier for an applicant to obtain a private hire licence. The Committee heard that this proposal had potentially been misunderstood and due to this officers were proposing that this element of the policy could instead be considered at a future meeting. It was noted that this would allow a more detailed report to be prepared with greater detail on the proposal. The Committee agreed with this approach and then continued to hear and consider the rest of the policy.

The Committee was taken through other sections of the policy and were informed that there had been some responses on ex-parte hearings. It was confirmed that the intention was only to use these where required, for example if someone consistently failed to engage and it would not become common practice to hold hearings without drivers present. The Committee heard that Appendix D to the report detailed the new draft policy, with the proposed amendments, on the right hand side of the document.

The Committee was informed of the proposed timescales for implementing the policy, which allowed existing licence holders certain time periods to meet any new conditions, but it was noted for new applicants, the new policy would be in force immediately. Members were also informed that the policy would be a living single source document, that members can always adapt when required to ensure it stays fit for purpose and in line with best practice. It was also noted by the Committee that a training session for members would be held before August 2021 for general training and certain elements of the new policy.

The Committee agreed that they were happy with the draft policy and that it would consider paragraph 2.2.1 in greater detail at a future meeting. The Committee also expressed their thanks to the Lead Licensing Officer and other officers for their hard work in producing the single source document.

RESOLVED that;

1. the draft policy as detailed in Appendix D to the report be approved with an amendment to remove paragraph 2.2.1 and;
2. the issue of single or dual drivers licences detailed in paragraph 2.2.1 to be considered in more detail at a future meeting and;
3. the proposed timescales in paragraph 5 of the report be approved.

7. Urgent Business

There were no matters of urgent business.

The meeting closed at 7.35pm

Chair



Chelmsford City Council Regulatory Committee

DATE: 18th November 2021

TAXI POLICY AMENDMENTS

Report by: Lead Licensing Officer - Nigel Dermott

Officer Contact: nigel.dermott@chelmsford.gov.uk
01245 606341

Purpose

The purpose of this report is to highlight necessary changes to the Taxi Licensing Policy now that taxi training requirements are in effect.

Recommendations

Members are recommended to review the Taxi Licensing Policy and consider amendments as highlighted below.

1. Background and Introduction

- 1.1 Prior to the adoption of the latest Taxi Licensing Policy the licensing authority required a knowledge test of applicants for a dual drivers licence. This test is now required as two separate tests, one following the formal training and the other as an additional topographical test paper as required in Chelmsford (other authorities share the same training package).
- 1.2 The previous knowledge test remained a valid option for those who had already started the application process. All applicants are now required to make a valid application under the new requirements.

- 1.3 The 'knowledge test' referred to at para. 2.8 of the new policy is therefore no longer valid in its present format and is recommended be substituted with the following entry:

2.8. Driver knowledge testing

- 2.8.1 *Following the training required under paragraph 2.10 the training providers will test the knowledge of delegates before issuing a pass certificate. The test will comprise of all elements contained within the syllabus. In addition, applicants will also need to complete a topographical (or 'geographical') element, testing their knowledge of roads, places of interest and routes.*
- 2.8.2 *An applicant must pass the test requirements within 2 years of the date of completing the training and will be allowed 4 attempts (including one test directly following the training). Where an applicant fails to pass the tests they will be required to wait a period of at least one calendar year before reapplying.*
- 2.8.3 *In the event that an applicant is found undermining the integrity of the test they will be considered as having disqualified themselves from any further attempts and not fit and proper to be the holder of a licence and the application refused as if failing the tests.*
- 2.8.4 *By prior arrangement, candidates who are dyslexic or have other need for special arrangements may apply to the training provider to make suitable and reasonable adjustments arrangements to accommodate their needs. Tests are supervised by officers or trainers.*
- 2.8.5 *Applicants are advised not to apply for an enhanced DBS disclosure certificate or undergo a medical examination until the tests have been passed. A DBS disclosure certificate must be no older than 30 days at the time an application process is completed. The applicant must also sign up to the DBS 'update service'.*

3. Options

- 3.1 Members are asked to consider the proposal and:

- a) make no amendments to existing policy
- b) approve the amendments as proposed
- c) approve the amendments as proposed together with further change or additions.

Appendices:

None

Background reading:

Taxi Licensing Policy

Corporate Implications

Legal/Constitutional: None

Financial: None

Potential impact on climate change and the environment: None

Contribution toward achieving a net zero carbon position by 2030: None

Personnel: None.

Risk Management: None

Equality and Diversity: None

Health and Safety: None

Digital: None

Other: None



Chelmsford City Council Regulatory Committee

DATE: 18th November 2021

Proposal to Private Hire Drivers Licence & Taxi Policy amendment

Report by: Lead Licensing Officer - Nigel Dermott

Officer Contact: nigel.dermott@chelmsford.gov.uk
01245 606341

Purpose

The purpose of this report is to enable Members to consider whether the provision of a Private Hire Drivers Licence – in addition to the Hackney Carriage and Private Hire dual drivers licence – should be made available to prospective taxi (generic) drivers.

Recommendations

Members are recommended to consider this proposal and determine whether to provide this additional licence or not.

1. Background and Introduction

The Council's Taxi Licensing Policy, following the DfT Statutory Standards directive to update and create a single source document in respect of existing policy was agreed by Chelmsford City Council 17th June 2021. During the consultation of the draft proposed policy there were a number of objections to the reference of offering an option of a standalone Private Hire Drivers Licence in addition to the Hackney Carriage and Private Hire Dual Drivers licence.

Following the consultation the Regulatory Committee decided to remove the item and requested that it be discussed as a separate issue at a future meeting.

2. Proposal

- 2.1 It is proposed to allow applicants to apply for a Private Hire Drivers licence only. This would require amendments to the current Taxi Licensing Policy, these amendments are detailed in Appendix 1.
- 2.2 During an extended period of consultation in respect of the current policy, a large number of licence holders commented against the proposal to provide a separate Private Hire Drivers licence with only one licence holder in favour of it. The consultation responses and a summary of the responses can be found in Appendix C and B respectively of the original report <https://www.chelmsford.gov.uk/resources/assets/inline/full/0/5981103.pdf>
- 2.3 Many contributors forwarded an identical letter to Councillors with an equal number providing their independent opinion. These were also supported by the National Private Hire Trade Association, GMB and Unite Union and representatives of local businesses at a joint meeting.
- 2.4 Whilst there was concern expressed in respect of safety, no evidence was provided that supported that concern other than the general public being unable to follow satellite navigation. The concern appeared to be mainly in respect of increasing competition and the concept that future applicants should meet the same standard as existing licence holders.
- 2.5 As can be seen from Table 1 below, which shows the requirements for the Dual Drivers Licence and the proposed Private Hire Drivers Licence, the only difference is that Private Hire Driver licence applicants will not have to undertake a topographical test

Table 1 – Requirements for Dual Drivers Licence and Private Hire Drivers Licence.

Application requirement	Dual Hackney Carriage and PHV driver Licence	Private Hire Driver Licence
Properly made application	✓	✓
Paid the fee	✓	✓
Must be 21 years or over	✓	✓
Must have held a full driving licence for two years with one of those held within the UK	✓	✓
Not more than 6 penalty points on Driving Licence	✓	✓
3 yearly DVLA level 2 medical exam	✓	✓
Annual medical for over 65yrs	✓	✓
Enhanced DBS (checked 6 monthly)	✓	✓

Certificate of good conduct where resident outside of UK for 6 months within previous 5yrs	✓	✓
Proof of Right to Work	✓	✓
Provide colour photograph	✓	✓
Initial Training (all current licence holders on renewal within 18 months of policy and all new applicants.)	✓	✓
Knowledge test	✓	✓
Refresher training every 3yrs after initial	✓	✓
Refresher knowledge test	✓	✓
Topographical (Geographical) test with initial training	✓	✗
English assessment (throughout application process and training - no specific pass or fail test)	✓	✓

- 2.6 Dual driver licences are applied for against the same criteria as above with an additional requirement to pass a topographical test within 2 years and have 4 attempts to do so. Failure would result in an applicant waiting a further 12 months before further application.
- 2.7 Hackney Carriages have the authority to stand at a taxi rank and accept customers for immediate hire. Private hire customers are required to pre-book their journey providing the driver with the opportunity to identify the route beforehand or as part of the booking process, or to pre-programme satellite navigation.
- 2.8 The previous knowledge test comprised of a test of the sum of all knowledge which - with the exception of roads, routes, and places of interest - will still be tested following initial training. The topographical test relates to roads, routes, and places of interest and is an additional requirement for Dual Driver Licence applicants following the initial training examination.
- 2.9 Table 2 below shows the position with all Licensing Authorities within Essex, with the exception of Basildon all other authorities that provide a standalone Private Hire Vehicle licence do not require a topographical test

Table 2 – Countywide Stance on Test of Knowledge

Authority	Dual	k'ledge	Hackney	k'ledge	PHV	Geographical k'ledge
Southend	y	y	n	n	y	n
Castlepoint	y	y	y	y	y	n
Basildon	y	y	y	y	y	y
Thurrock	y	y	n	n	y	n*
Rochford	n	n	n	n	y	n
Brentwood	y	y	n	n	n	n
Maldon*	y	y	n	n	n	n
Uttlesford	y	n	n	n	n	n
Braintree	y	y	y	y	y	n**
Colchester	y	y	n	n	n	n

Tendring	y	y	y	y	y	y
Chelmsford	y	y	n	n	n	n

* Places of interest but not routes

** exemption for school contracts,
specialist and executive type work

- 2.10 Encouraging applicants to seek being licensed by this authority will enable the Regulatory Committee to consider disciplinary matters. Drivers licensed by other authorities are beyond our reach unless offences are committed. The current fee structure does not include the prosecution and enforcement of those licensed by another authority, even with cross border delegation. More drivers licensed by the authority will have a positive impact on the safety of transport available in the Chelmsford area.
- 2.11 Concern has been expressed by the trade that a standalone Private Hire Drivers Licence will encourage app hailing companies such as Uber and Ola from operating in the local area. Dual or single driver licences is not a determining factor for these companies as they could legally operate in Chelmsford without using drivers licensed by this Licensing Authority. Ola has not progressed an application, and Uber have a small number of vehicles operating from their Cambridge region.

3. Options

- 3.1 Members deferred deciding whether to provide a separate standalone PHV drivers licence when the policy was agreed in June 2021. Members are asked to consider the following options:
- To offer, from 1st April 2022, a separate PHV drivers licence without the need for a topographical test and amend policy accordingly.
 - Not to amend the current approach and continue to only offer the Hackney Carriage and Dual drivers licence.

Appendices:

None

Background reading:

Taxi Licensing Policy and supporting documents

Corporate Implications

Legal/Constitutional: None

Financial: None

Potential impact on climate change and the environment: None

Contribution toward achieving a net zero carbon position by 2030: None

Personnel: None.

Risk Management: None

Equality and Diversity: None

Health and Safety: Licences issued by Chelmsford Licensing Authority will have more direct control in respect of safeguards

Digital: Existing IT systems are adequate although require new settings and testing

Other: None



Chelmsford City Council Regulatory Committee

18th November 2021

Proposed additional condition to a Hackney Carriage or Private Hire Vehicle Licence – Contactless payments

Report by: Lead Licensing Officer - Nigel Dermott

Officer Contact: nigel.dermott@chelmsford.gov.uk
01245 606341

Purpose

This report asks Members to consider the inclusion of a condition requiring drivers of all licensed vehicles to accept contactless payments.

Recommendations

Members are recommended to consider the information before them regarding this matter and determine whether the inclusion of such a condition is reasonable and appropriate

1. Background and Introduction

- 1.1 Proprietors of vehicles are required by condition to provide signage in respect of the acceptance of cheques

Where drivers are required not to accept cheques in any circumstances for payment, then in each hackney carriage the following notice must be displayed:- "No cheques accepted."

- 1.2 During the recent pandemic many businesses have been encouraged to accept contactless payment cards as a safety measure in respect of virus transmission

and indeed the public have now become very accustomed to this practice over the past 18 months or more. This practice is likely to change customer behaviour indefinitely.

- 1.3 Under s.53 Town Police Clauses Act 1847 A driver of a taxi (or hackney carriage) can only refuse to carry passengers within a controlled district if he has reasonable excuse to do so. What constitutes “reasonable excuse” is ultimately a matter for a court to determine but would probably not include being able to specify a single means of payment e.g. cash only.
- 1.4 Under the Equalities Act 2014 it is also an offence to refuse a journey to a person who is disabled where the licensed vehicle is designated to do so unless they have an exemption authorised by the licensing authority. There are no exemption certificates currently issued by Chelmsford City Council.
- 1.5 Licensing officers have dealt with numerous complaints over the past year or more that indicate a number of practices being adopted by licence holders and in circumstances where it would be difficult to prove to the satisfaction of the committee that a licence holder is not fit and proper, or committed an offence at 1.3 or 1.4 above. Matters investigated indicate the following:
 - a) Fares are being refused due to the licence holder being unable to accept card payments in circumstances where the underlying issue may be that a journey is too short a distance. This is also having an effect on females trying to get home late at night being forced to walk.
 - b) Journeys are accepted but on arrival at the destination the licence holder is unable to accept card payment. This often results in the driver taking the customer to an ATM and withdrawing cash and charging for the additional journey to do so. This additional charge is unlawful in respect of the set tariff.
 - c) The inability to accept card payments is being used as an excuse to refuse a disabled person a journey. (If faced with an option at the end of a journey would a disabled person be driven to an ATM and who would process the card?)
- 1.6 It is accepted that whilst possibly widespread practice, this does not reflect the majority of licence holders as card payments are already available in most cases, with the Private Hire Trade accepting card payments by telephone or online for pre-booked journeys.

2. Proposal

- 2.1 It is proposed to remove the condition 1.1 in respect of vehicle licences as cheque payments are very uncommon nowadays.
- 2.2 It is further proposed to replace this condition with the following condition and placing the onus on the proprietor to ensure card payments are accepted:

'Hackney Carriages, Private Hire vehicles and drivers licensed by Chelmsford City Council shall ensure that where fares are collected at the conclusion of a journey a contactless payment by credit, debit and pre-payment card will be accepted. Each vehicle is required to clearly display on the nearside of the vehicle that the driver has the ability to accept card payments.'

- 2.3 In exceptional circumstances where a card machine is not available no additional charges shall be added to a journey having the effect of increasing the overall tariff in respect of the original journey, and that the driver must also ensure that in a situation where a driver needs to detour to an ATM that passengers ultimately arrive safely at their destination.

3. Options

- 3.1 Members are asked to consider the above proposal and determine:

- a) Not to support the proposal and the vehicle conditions remain as at present
- b) To remove reference to cheques as a condition but not to add the proposed replacement
- c) To accept the proposal to remove the condition at paragraph 1.1 and replace with the suggested condition at paragraph 2.2
- d) To accept the proposed condition as per paragraph 2.2 but retain condition at paragraph 1.1

Appendices:

None

Background reading:

Taxi Licensing Policy and supporting documents

Corporate Implications

Legal/Constitutional: None

Financial: None

Potential impact on climate change and the environment: None

Contribution toward achieving a net zero carbon position by 2030: None

Personnel: None.

Risk Management: None

Equality and Diversity: Assists in promoting the inclusion of persons with disabilities accessing transport and using various methods of payment

Health and Safety: None

Digital: None

Other: None



Chelmsford City Council Regulatory Committee

DATE: 18th November 2021

Taxi Licensing – Proposed condition to require details of the driver to be displayed in the vehicle

Report by: Lead Licensing Officer - Nigel Dermott

Officer Contact: nigel.dermott@chelmsford.gov.uk
01245 606341

Purpose

To consider an additional condition to be applied to a Hackney Carriage and Private Hire Driver licence

Recommendations

Members are requested to consider an amendment to the Council's Taxi Licensing Policy

1. Background and Introduction

- 1.1 The regulatory Committee agreed the Taxi Licensing Policy in June 2021. The policy included an intention to include information to passengers to assist in the event they needed to make a complaint about services.

1.2 The current policy states:

1.13.6 *In order to help customers correctly identify and report either a driver, or a vehicle which caused concern, the Authority requires that certain information is to be displayed inside all licensed vehicles, in the form of an internal vehicle notice.*

1.13.7 *The format of the notice will be provided by the licensing authority together with the vehicle licence which be clearly displayed in the front and in the rear seating area of the vehicle.*

1.13.8 *The notice is to include details of:*

- *The business name of the operator, or proprietor if it is a Hackney Carriage;*
- *The contact details where a customer can make a complaint or report a concern;*
- *The vehicle registration number; and*
- *The vehicle licence plate number*
- *Contact details of the Council Licensing Department*
- *Council web address for complaints/comments.*

2. Information

2.1 On reflection it is generally about the driver in respect of which a complaint is made. It is therefore suggested that the wording of policy be amended to read:

1.13.6 *In order to help customers correctly identify and report a driver who may give cause for complaint, the Authority requires that certain information is to be displayed inside all licensed vehicles in the form of an internal vehicle notice.*

1.13.7 *The format of the notice will be provided by the licensing authority and shall be clearly displayed and visible from the rear seating area of the vehicle. Driver identification can additionally be found either worn by the driver or on the dashboard of the vehicle*

1.13.8 *The notice is to include:*

- *a photograph of the driver,*
- *the name of the driver,*
- *the vehicle licence plate number*
- *a QR code that connects to a Council URL address;*
- *the licence number of the driver; and*
- *the email address of the Licensing Authority*

2.2 The suggested amendment is led by the design of the notice and the size of the headrest holder.

2.3 In addition, a further condition should be added to the Hackney Carriage and

Private Hire Driver licence:

‘the authority will issue the driver with a notice to assist passengers in the event they need to offer feedback and ensure that it is affixed to the back of the headrest at all times when operating a licensed vehicle’

3. Options

3.1 Members are asked to consider the amendment to the Taxi Licensing Policy and the additional condition required to support the objective as recommended by the DfT Statutory Standards. Members may opt:

- a) to reject the proposal
- b) to accept the proposal
- c) to amend the proposal

Appendices:

None

Background reading:

Corporate Implications

Legal/Constitutional: As required by 1.13.6 of the taxi policy

Financial: None

Potential impact on climate change and the environment: None

Contribution toward achieving a net zero carbon position by 2030: None

Personnel: None.

Risk Management: None

Equality and Diversity: None

Health and Safety: None

Digital: None

Other: None

Relevant Policies and Strategies: None