
Taxi and private hire licensing

Summary of changes (drivers)

Introduction

On 22 July 2020, the Council approved a new taxi and private hire licensing policy which will take effect on 1 September 2020.

The policy sets out our approach to licensing taxi and private hire services and includes several changes for existing licence holders. We recommend that you carefully read our taxi and private hire licensing policy and guidance notes to fully understand the changes.

In this document, we have summarised the key changes for **existing** taxi and private hire driver's licence holders.

Applying for, or renewing your licence

From 1 September 2020, we are changing the way you must apply for a licence or renew your licence.

- We will not be holding face to face appointments at the Civic Centre for new applications or to renew existing taxi & private hire licences
- You must make your application online at elmsbridge.gov.uk/licensing
- We have produced separate guidance which includes information about applying for your licence, the documents you must supply, and how to send your application to us
- We have changed our application forms to include the new policy changes

Practical driving assessment

Licence holders who can show that they have passed the discontinued DVSA taxi driving test will be exempt from this requirement.

Existing licence holders who have not passed the DVSA test must pass a practical driving assessment by 31 August 2021.

Medical assessment form

We have changed our medical assessment form. You can download the new form from our website.

DBS Update service

From 1 September 2020, you must register for the DBS Update Service either:

- within 30 days of obtaining your next DBS certificate or
- by 31 August 2021 **whichever is sooner**.

You must keep your DBS Update Service registration up to date for the term of your licence.

Travelling abroad

You must inform us in writing by **1 October 2020**, if you have spent more than three continuous months outside the United Kingdom when over the age of 18.

If you have spent more than three continuous months outside the United Kingdom when over the age of 18, you must obtain an overseas criminal record check or 'Certificate of Good Character' by 1 December 2020.

Taxi and private hire driver's code of conduct

From 1 September 2020, all drivers must follow the taxi and private hire driver's code of conduct. The code of conduct replaces existing standard licence conditions but does not replace any bespoke conditions on your licence.

Period of licence

We will usually grant all driver's licences for three years. We will only consider issuing licences for a shorter period if the law needs us to do so, or if there are exceptional circumstances as to why we should issue a licence for a shorter period.

Fees and charges

We are currently reviewing our taxi and private hire application fees and other charges. We will continue to apply our existing fees and other charges until April 2021.

Contacting us

- Please do not visit the Civic Centre reception without an appointment.
- You should email us at licensing@elmbridge.gov.uk rather than calling us.
- We aim to respond to your email within three working days and will prioritise urgent concerns or complaints.
- If you do need to call, please note that you may need to leave a message on our answer phone and it may take us much longer than usual to respond.
- You may also contact us by using our online contact form.