
Taxi and private hire licensing policy

Summary of changes (operators)

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** private hire operator 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 elmbridge.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

Licence applications

Location of private hire operator's premises

You must supply evidence that the premises from which you operate has the necessary planning permission, where applicable, for the provision of private hire operator services. You must supply this information by 1 December 2020.

Private hire vehicle executive status

From 1 September 2020, the private hire vehicle licence holder must apply for executive vehicle status and **not** the private hire operator.

The private hire operator must complete a written statement in support of the application.

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.

Staff

Private hire operators must ensure that any staff they engage to work for them (in any capacity apart from drivers) are safe and suitable. The operator must use the criteria set out in our taxi and private hire convictions policy convictions when making checks on staff. These include requiring such staff to produce a Basic DBS Certificate which is not more than three months old and ensuring that the person has the right to remain and work in the UK. The operator must not engage anyone who has convictions outside the guidelines or is not allowed to live and work in the UK.

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 concerns or complaints that we consider to be urgent.
- 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