

Private Hire Regulations Review Consultation

March 2015

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1. Introduction

Transport for London (TfL) is a statutory body established by the Greater London Authority Act 1999 and is the licensing authority and regulatory body for London's taxi and private hire industries. It is the largest licensing authority in the country, being responsible for licensing approximately one third of all taxis and private hire vehicles (PHVs) in England. In respect of the private hire industry, TfL now licenses and regulates:

- 3,008 private hire operators;
- 61,608 private hire vehicles; and
- 77,346 private hire drivers.

The Private Hire Vehicles (London) Act 1998 (1998 Act), the primary legislation governing private hire services in London, provided for the introduction of licensing of private hire operators, drivers and vehicles in London. A copy of the 1998 Act can be found on our website

www.tfl.gov.uk/cdn/static/cms/documents/private-hire-vehicles-london-act-1998.pdf.

A private hire vehicle (PHV) is a vehicle that can carry fewer than nine passengers plus a driver, offered for hire with a driver. This covers minicabs, chauffeur-driven cars, limousines and other services. It is illegal to offer these services except through a licensed operator, taking bookings at a licensed operating centre and using licensed vehicles and drivers.

Following a comprehensive consultation process, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 (2000 Regulations) created a new licensing regime for operators which came into force in 2001.

This was followed by the entry into force of the Private Hire Vehicles (London PHV Driver's Licences) Regulations 2003 and the Private Hire Vehicles (London PHV Licences) Regulations 2004 which made provision for the licensing of drivers and PHVs respectively. Appendices B-D contains the existing Regulations.

Under the 1998 Act, responsibility for implementing and carrying out private hire licensing initially fell to the Public Carriage Office (PCO), the arm of the Metropolitan Police responsible for regulation and licensing of London's taxis. On the creation of the Greater London Authority and TfL as the Mayor's integrated transport authority in 2000, the PCO transferred into the new body, subsequently becoming part of TfL's Surface Transport as London Taxi and Private Hire.

TfL has functions under the 1998 Act as a licensing and regulatory authority and it can also make and amend regulations on private hire services. It does not have powers to amend the 1998 Act which is a matter for Parliament.

Due to a number of developments within the private hire industry including advancements in technology and changes to how people engage and share private hire services, we are reviewing the current regulations that govern the licensing of private hire operators, drivers and vehicles.

This consultation sets out the requirements that are currently in place for licensing of private hire operator, driver and vehicle services and invites comments, information and, where appropriate, suggestions for change. We are seeking the views of those involved in the private hire and taxi trades, users of private hire services and any other interested parties on the following regulations:

- Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 (2000 Regulations) (Appendix B)
- Private Hire Vehicles (London PHV Driver's Licences) Regulations 2003 (2003 Regulations) (Appendix C)
- Private Hire Vehicles (London PHV Licences) Regulations 2004 (2004 Regulations) (Appendix D)

Whilst this document outlines specific regulations and invites responses on some possible changes, respondents are also invited to comment on any aspect of the existing regulations or make other suggestions.

Where possible, respondents are asked to provide evidence or examples in support of their comments and suggestions.

The consultation runs from 27 March 2015 to 19 June 2015.

Enquiries about this consultation can be made by email to consultations@tfl.gov.uk, with 'Private Hire Regulations' in the subject line. To respond to the consultation, please go to the TfL Consultation website at consultations.tfl.gov.uk/tph/private-hire-regulations-review before 19 June 2015.

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2. Background

Private hire operators, drivers and vehicles licensed by TfL provide a range of vital services as part of London's transport system which include minicab, chauffeur/executive and specialist accessible vehicle services. Since the introduction of licensing in 2001, the volume of private hire operator, driver and vehicle licensees has grown steadily.

Chart 1 shows the number of active private hire licensees over the last decade.

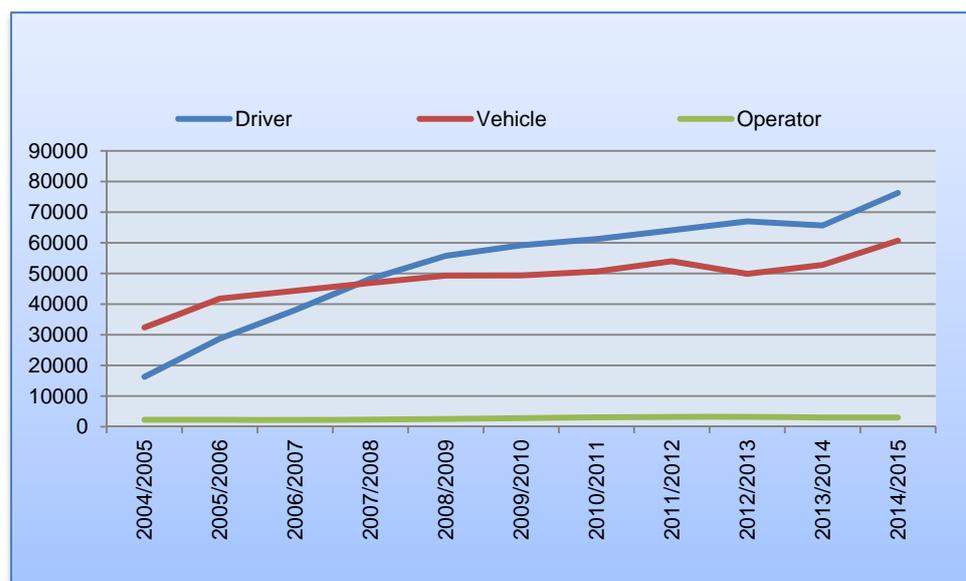


Chart 1 – Active PHV Licensees since April 2004.

Since the introduction of licensing, it has been an offence to make provision for the invitation or acceptance of, or accept, private hire bookings without an operator's licence and bookings must be accepted at a licensed operating centre within London. Operators can have one or more licensed operating centre(s) but must keep records of bookings, complaints and lost property at their licensed centre along with details of drivers and vehicles that are used to fulfil bookings. This includes retaining up to date copies of all documents that prove a driver and vehicle are licensed for private hire work, copies of their DVLA driving licence and proof of valid hire and reward insurance. These records must be available for inspection by TfL staff.

There are two types of operator's licence and both are normally granted for five years:

- 'Small' – the operator is unable to make use of any more than two vehicles at any time; and
- 'Standard' – the operator is able to make use of multiple vehicles

There are approximately 1,000 small and 2,000 standard operators currently licensed in London. Many of the small operators are one-person chauffeur businesses in which the same person is licensed as an operator, driver and vehicle owner. However, some are booking agents that sub-contract the service provision to other licensed operators.

The 1998 Act is different to legislation governing private hire services in the rest of England and Wales and it was passed largely as a result of public safety concerns and campaigning by trade associations and safety groups.

3. Purpose of the consultation

The purpose of the consultation is to review various aspects of the existing regulations covering private hire services, and to invite comments and suggestions where improvements could be made or are deemed necessary. This document sets out and invites comments on these issues.

4. Private Hire Operators

a) Booking records

Background

Regulation 11 of the 2000 Regulations provides that before the commencement of each journey booked at an operating centre specified on his licence, an operator shall enter the following particulars of the booking in the record:

- (a) The date on which the booking is made and, if different, the date of the proposed journey;
- (b) The name of the person for whom the booking is made or other identification of him, or, if more than one person, the name or other identification of one of them;
- (c) The agreed time and place of collection, or, if more than one, the agreed time and place of the first;
- (d) The main destination specified at the time of the booking;
- (e) Any fare or estimated fare quoted;
- (f) The name of the driver carrying out the booking or other identification of him;
- (g) If applicable, the name of the other operator to whom the booking has been sub-contracted, and
- (h) The registered number of the vehicle to be used or such other means of identifying it as may be adopted.

This Regulation was implemented before the introduction and rapid rise of Smartphone technology. The use of Smartphones is changing the way many people organise their lives and passengers and private hire operators are increasingly using “apps” that serve London’s private hire market.

TfL welcomes the use of such technologies to deliver private hire services in London but this is provided that legal requirements are met and that the highest standards of public safety and customer care are maintained.

TfL invites comments on the existing record keeping obligations of private hire operators as well as whether these should be changed in light of new types of data made available by developments in technology.

Issues

The purpose of Regulation 11 is to ensure the safety of passengers and drivers by providing a complete and accurate record of the journey. It also allows the driver to plan the route and the operator to accurately quote a fare.

Regulation 11 (d) requires an operator to record “the main destination specified at the time of the booking”, before the commencement of the journey, not necessarily at the time of the booking itself. If no destination is specified by the customer then the operator is under no legal obligation to record one.

With the advancements in new technology, TfL would like to understand your views on whether operators who are able to provide a full GPS audit trail for the route of the journey may not need to record the main destination where specified of the time of the booking.

In considering these issues further we welcome your views on the following:-

Question 1: Do you consider it necessary to make any changes to this current regulation?

Question 2: In particular do you consider it necessary to make it mandatory for an operator to record the main destination for every booking made before the commencement of each journey? Please explain why and how this could be enforced effectively.

b) Operator Business Names (Trading Names)

Background

Regulation 18(1)(a) of the 2000 Regulations requires TfL issue a replacement licence where it is notified that an operator has 'adopted, altered or dispensed with' a business name.

There are no restrictions on the number of business names that an operator may have on their licence.

Issues

Whilst TfL acknowledges that operators use different names to identify different parts of their business, there are concerns regarding the large number of business names that operators are applying to be specified on their licence. Operators have applied to use the same business names as existing operators in their Borough causing confusion amongst the public as to who they are making a booking with and can also cause issues with police and compliance investigations. There are also examples of operators applying for names containing geographic areas they do not serve, and using personal names of other individuals (not related to the business).

Question 3: What are your views on the use of business names and do you consider that current arrangements should be changed?

Question 4: Should operators continue to be allowed to specify an unlimited number of business names on their licence?

c) Private Hire Complaints

Background

Regulation 14 of the 2000 Regulations requires private hire operators to record details of complaints made by customers. In the first instance, TfL advises complainants to make their complaint to the operator if they have not already done so. If this has been done and the complainant remains dissatisfied, TfL may investigate the complaint including the operator's handling of it.

Issues

To ensure private hire services in London are of a consistently high standard, TfL would like to have a greater understanding of the number and types of complaints about private hire services.

TfL's role in respect of customer complaints is currently limited and we are considering whether and if so, how this should be increased.

Question 5: What is your experience of making complaints about private hire services and have you any suggestions for how current arrangements could be improved?

d) Preservation of bookings, driver and vehicle records

Background

The 2000 Regulations require operators to keep booking, complaints and lost property records for 6 months but driver and vehicle records for 12 months.

Issues

Having different retention periods for different records causes confusion and consideration is being given to whether retention periods should be made the same.

Question 6: Should the retention period of booking, complaints, lost property and driver, and vehicle records be harmonised?

Question 7: If so, what should the retention period be?

e) In-venue operators

Background

To facilitate the provision of safe travel for those attending nightclubs and other late night entertainment venues, TfL has allowed private hire operating centres to be licensed for such venues.

Issues

There have been cases in which operators' staff have accepted bookings and touted (approaching prospective customers) outside venues. TfL receive a number of complaints about PHVs parking and waiting in the vicinity of operating centres, particularly late at night.

Customers are typically unaware of the need for a PHV to be booked at an operating centre, and touting has occurred as they approach drivers outside venues as if they were offering a taxi service.

Since the 2010 Private Hire Consultation, TfL has introduced a number of additional requirements for operators particularly those operating from shared premises. These include a requirement for operating centres within shared premises to have a designated booking area and for operators to obtain the appropriate local authority planning consent.

Question 8: What are your views on current arrangements for regulation of in-venue operators and how they may be improved?

f) Ride sharing

Background

Advances in technology have resulted in changes in how private hire services may be delivered. One such change is the expansion of ride sharing services in which passengers share vehicles and pay separate fares.

New technologies which match up passengers who are going to, or through, a particular location have resulted in new ways to deliver ride sharing coming to market. The primary purpose is to offer a prospective passenger the choice of either an exclusive service or a shared service at a lower fare and at the same time potentially increase revenue and flexibility for drivers.

TfL support developments in technology which comply with relevant laws and provide benefits to passengers. The sharing of private hire services has potential to provide a range of benefits such as cheaper individual fares, reduced congestion and greater utilisation of vehicles, thus reducing emissions.

Issues

TfL is currently considering to what extent, if any, existing private hire regulations should be modified in its application to shared private hire services.

There may also be safety concerns in regard to ride sharing in private hire services, especially late at night.

Question 9: How are shared private hire services different to exclusive hires and how should this be reflected in the requirements that apply to them?

g) Licensing at temporary events

Background

Numerous annual and temporary events are held in London where guests require an adequate transport provision to get the home.

A growing number of licensed private hire operators have contacted TfL seeking approval to set up a 'temporary operating centre' where they can accept and despatch private hire bookings at an event.

Such events include music festivals, St Patrick's Day celebrations, and other stand alone nightclub events. Locations have included an Aerodrome, public parks, Alexandra Palace, as well as smaller venues such as local pubs.

Issues

Whilst private hire operator's licences are normally granted for a 5 year period, there is provision under the 1998 Act for TfL to issue licences for a shorter period.

Licensed operators wishing to operate from premises not on their licence for a temporary event are currently required to add a new centre to their licence by way of a variation. If granted, the variation will remain on the licence until it expires (unless an operator applies to remove it).

TfL does not want to obstruct proposals or ideas to assist people who may otherwise struggle to get home safely.

Question 10: What are your views on licensing of private hire services at temporary events?

Question 11: What changes to the current licensing requirements could be made for TfL to better serve members of the public who attend such events?

h) Notification of convictions / cautions of individuals working for private hire operators such as controllers / despatchers / others

Background

Operators are under an obligation to declare convictions against them to TfL as a condition of their licence.

Concerns have been raised regarding the suitability of individuals working for operators whose roles may include having day to day contact with the public and sensitive knowledge of people's movements.

Issues

TfL is considering what measures could be introduced to prevent unsuitable people from working for operators so as to ensure the safety of users and the public more generally.

Question 12: What are your views on whether TfL should explore establishing controls in this area?

i) The types of premises that constitute a suitable operating centre

Background

The 1998 Act provides that bookings must be accepted at an operating centre specified on an operator's licence. An operating centre is defined as 'premises' at which private hire bookings are accepted by an operator.

The term "premises" is not defined in the 1998 Act.

When assessing the suitability of an operating centre, important considerations include that there is a designated area in which bookings can be taken and appropriate provision to store records.

Issues

Since the introduction of licensing in 2001, TfL has been asked to license a number of different types of premises. We have largely taken the view that if the premises are not permanent they should not be licensed which at the moment would preclude a caravan, tent or temporary structure from being licensed.

TfL has the power to prescribe requirements relating to operating centres and we seek your views on the following.

Question 13: Should TfL prescribe requirements relating to operating centres?

Question 14: If so, what requirements for operating centres should be prescribed in the regulations?

j) Provision of information by the operator to the passenger prior to the commencement of the journey

Background

A significant proportion of licensed private hire operators provide passengers with details of the driver and vehicle dispatched to carry out their booking e.g. by sending a text message.

Issues

It is often difficult for passengers to find their pre-booked licensed vehicles when exiting from busy late night venues and there is a risk that passengers will enter the wrong vehicle by mistake. If the passenger was given in advance the Vehicle Registration Mark (VRM) and Driver photo ID of the person picking them up, the chances of this happening would be reduced.

Question 15: Do you agree that licensed private hire operators should provide passengers with details of the Vehicle Registration Mark and Driver photo ID and where contact details are provided by the customer (e.g. mobile phone number or email address) these details should be provided electronically (e.g. text message or email) before a booking is carried out?

k) Notification of changes to operating models

Background

When assessing a new operator licensing application, TfL expects applicants to demonstrate how they will meet the requirements of the 1998 Act and associated regulations in regard to the acceptance of bookings, record keeping, maintaining the appropriate insurances etc.

Issues

With advances in new technology such as use of Smartphone applications to engage customers, operators must be mindful when making any changes to their operating model that they are still required to meet the same requirements under which their licence has been issued. This could be for example in relation to bookings and who, where and how they are accepted as well as ensuring that relevant terms and conditions are consistent with regulatory requirements.

Question 16: Should operators be required to engage with TfL before changing their operating model and, if so, what is the best way to achieve this?

5. Private Hire Drivers

a) Proposal for an English Language Requirement

Background

There is currently no requirement for drivers to be able to speak English, although private hire drivers must pass a topographical skills assessment test which must be conducted in English.

However, the Department for Transport (DfT) has stated that “authorities also may wish to consider whether an applicant would have any problems in communicating with customers because of language difficulties”¹.

Other licensing authorities in the UK have introduced a range of different requirements. Examples of those authorities that have a specific English language requirement are included in Appendix E.

Issues

Concerns have been raised that some London PHV drivers do not have a sufficiently high standard of English to enable them to communicate with their customers. If the driver is unable to communicate with the passenger in an emergency situation then the safety of the passenger could be compromised.

Question 17: Do you consider that TfL should introduce a requirement for private hire driver applicants to be able to speak English to a certain standard? If so, what should this requirement be and what criteria should we set to determine how applicants meet this criteria?

b) Additional skills training

Background

Currently private hire drivers must possess an appropriate level of topographical skills. The testing of topographical skills is carried out externally through approximately 100 topographical skills centres and it includes an ability to plan routes.

Issues

To improve the service provided to passengers and to ensure a consistent standard of service provided by private hire drivers, we are considering the introduction of additional training for private hire drivers. This would be in the format of a tailored training programme covering a range of topics including:

- An overview of private hire legislation
- Disability needs of passengers

¹ DfT’s “Taxi and private hire vehicle licensing: Best practice guidance”, March 2010.

- Health and Safety and First Aid
- Customer care
- Network developments (e.g. road works, large coordinated events)
- Forthcoming consultations or proposed legal changes that may impact them
- Running a small business
- Developments in the industry

Question 18: Do you consider it appropriate for TfL to introduce new training for private hire drivers and if so, what topics should be covered?

Question 19: Who should provide the training and have you any suggestions as to how it is delivered (e.g. face to face in a training centre, via an online training package etc.)?

6. Private Hire Vehicles

a) Vehicle Insurance

Background

The 1998 Act provides that TfL shall grant a vehicle licence if satisfied that 'there is in force in relation to the use of the vehicle a policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1988'. It is furthermore a prescribed condition of London PHV licences that vehicles are covered to carry passengers for hire and reward.

Issues

The legal requirement to be insured in relation to the "use of the vehicle" under the 1998 Act means use of a vehicle for hire and reward.

This is made clear in the 2004 Regulations which provide that it is a condition of a PHV licence that the owner shall not use that vehicle or permit it to be used as a private hire vehicle to carry passengers for hire and reward without such a policy being in place. In light of this requirement, TfL proposes to check that such a policy is in place at the time of licensing.

Question 20: What are your views on this?

7. Proposals for integration of private hire licensing strands

a) Establishing and maintaining a link between drivers and vehicles on TfL's database

Background

Operators are required to retain records of drivers and vehicles which are available to them for carrying out bookings and such records must be retained and made available for inspection. There is currently no requirement however for operators to upload the details of the drivers and vehicles registered with them to TfL's licensing database.

Issues

Private hire drivers have the flexibility to work for multiple operators and it is difficult at present for TfL to determine which operator a private hire driver is working for at any given time. Consideration is being given as to whether and, if so, how such information may be made available to TfL so as to provide a better understanding of the private hire industry and assist its compliance and enforcement functions.

Question 21: Should it be mandatory for operators to supply and electronically upload details of their drivers and vehicles to TfL and, if so, how frequently?

b) Continued fitness of licensed vehicle when its driver has been revoked

Background

There is no 'fit and proper' requirement for the owners of PHVs and the controls under the 1998 Act relate more to the "fitness" of the vehicle as opposed to the owner's suitability to hold a licence.

Issues

There are concerns relating to the sanctions available where a driver who is also a PHV owner has committed an offence.

An individual may be more likely to drive whilst unlicensed if his PHV licence has not been revoked or suspended due to the contrasting licensing requirements.

It should be noted that a PHV licence can be suspended or revoked "for any reasonable cause" which could include a breach of the owner's obligations as a PHV driver.

Question 22: Should we explore revoking vehicle licences in instances where the owner of a licensed vehicle is a licensed driver and we have had cause to revoke the driver's licence? Reasons for this course of action could involve cases where the driver has been convicted of a touting offence, a sexual offence, or has been revoked on medical grounds

c) Private hire licence application requirements

Background

Applicants are required to fulfil a range of requirements in order to be a private hire operator, driver or PHV licence holder. These include those prescribed by the 1998 Act as well as the relevant regulations and associated application requirements. TfL is exploring whether these requirements are fit for purpose and invites views on whether any changes should be made.

Issues

Examples of requirements for private hire licensees from the 1998 Act, regulations and ancillary requirements include:

Drivers:

- DBS enhanced criminal records check
- Meet DVLA Group II Medical Guidelines
- Topographical skills assessment (PHV)
- Must have held DVLA / NI / EEA licence for minimum of 3 years
- Must have right to reside and work in UK
- Hire and reward insurance required

Vehicles:

- Subject to an annual licence inspection
- Licence valid for one year
- Two MOTs per annum
- 10 years age limit for PHVs

Operators

- TfL need to be satisfied the individual or the company applying for the licence are 'fit and proper applicant'. This includes taking into consideration any previous convictions, conditions of business repute, previous applications
- Right of abode and to work in the United Kingdom
- Prove they have an appropriate radio licence
- At least one 'operating centre' in London. This is the premises where they will take their bookings.
- Proof of planning permission or a certificate of lawful use for their proposed premises from their local authority.
- A fixed landline telephone number.

TfL has no powers to change application requirements prescribed by the 1998 Act but it does have powers to prescribe additional requirements in the private hire regulations.

Question 23: Do you consider that requirements for private hire licences are “fit for purpose” and what are your views on them generally? Do you consider that TfL should prescribe further requirements in the private hire regulations and, if so, what should these be?

d) Acceptance of Postal Orders and cheques as methods of payment

Background

Although no longer promoted, from time to time TfL still receives cheques and postal orders as a method of payment for licence applications. This payment method represents less than one percent of total payments received.

Issues

While the combined total of these payments received is small there is an increase in suspected fraudulent transactions of postal orders and bounced cheques which represent a high proportion of the overall postal order and cheque payment volumes.

Removal of this means of payment would enable TfL to process payments more efficiently and remove the administrative burden of checking and recording of bounced cheques and contacting customers for repayments.

Question 24: Do you feel that TfL should stop accepting payment by postal order and cheque?

8. General

We would like to ensure that respondents to this consultation have the opportunity to provide us with thoughts and suggestions on any aspect of Private Hire Regulations.

Question 25: Do you feel that there are any other regulations not covered in this paper that it would be appropriate to review?

9. Summary of consultation questions

Question 1: Do you consider it necessary to make any changes to this current regulation [regarding booking records]?

Question 2: In particular do you consider it necessary to make it mandatory for an operator to record the main destination for every booking made before the commencement of each journey? Please explain why and how this could be enforced effectively.

Question 3: What are your views on the use of business names and do you consider that current arrangements should be changed?

Question 4: Should operators continue to be allowed to specify an unlimited number of business names on their licence?

Question 5: What is your experience of making complaints about private hire services and have you any suggestions for how current arrangements could be improved?

Question 6: Should the retention period of booking, complaints, lost property and driver, and vehicle records be harmonised?

Question 7: If so, what should the retention period be?

Question 8: What are your views on current arrangements for regulation of in-venue operators and how they may be improved?

Question 9: How are shared private hire services different to exclusive hires and how should this be reflected in the requirements that apply to them?

Question 10: What are your views on licensing of private hire services at temporary events?

Question 11: What changes to the current licensing requirements could be made for TfL to better serve members of the public who attend such events?

Question 12: What are your views on whether TfL should explore establishing controls in this area [Notification of convictions / cautions of individuals working for private hire operators]?

Question 13: Should TfL prescribe requirements relating to operating centres?

Question 14: If so, what requirements for operating centres should be prescribed in the regulations?

Question 15: Do you agree that licensed private hire operators should provide passengers with details of the Vehicle Registration Mark and Driver photo ID and where contact details are provided by the customer (e.g. mobile phone number or email address) these details should be provided electronically (e.g. text message or email) before a booking is carried out?

Question 16: Should operators be required to engage with TfL before changing their operating model and, if so, what is the best way to achieve this?

Question 17: Do you consider that TfL should introduce a requirement for private hire driver applicants to be able to speak English to a certain standard? If so, what should this requirement be and what criteria should we set to determine how applicants meet this criteria?

Question 18: Do you consider it appropriate for TfL to introduce new training for private hire drivers and if so, what topics should be covered?

Question 19: Who should provide the training and have you any suggestions as to how it is delivered (e.g. face to face in a training centre, via an online training package etc.)?

Question 20: What are your views on [the proposal to check that hire and reward insurance is in place at vehicle licensing]?

Question 21: Should it be mandatory for operators to supply and electronically upload details of their drivers and vehicles to TfL and, if so, how frequently?

Question 22: Should we explore revoking vehicle licences in instances where the owner of a licensed vehicle is a licensed driver and we have had cause to revoke the driver's licence? Reasons for this course of action could involve cases where the driver has been convicted of a touting offence, a sexual offence, or has been revoked on medical grounds

Question 23: Do you consider that requirements for private hire licences are "fit for purpose" and what are your views on them generally? Do you consider that TfL should prescribe further requirements in the private hire regulations and, if so, what should these be?

Question 24: Do you feel that TfL should stop accepting payment by postal order and cheque?

Question 25: Do you feel that there are any other regulations not covered in this paper that it would be appropriate to review?

Appendix A - Initial Consultation List

Consultees are welcome to forward the consultation document to other interested parties and responses from these parties are also invited.

- **Private Hire Operators**
- **Private Hire Drivers**

Private hire trade associations

- Chauffeur and Executive Association
- GMB (Greater London Private Hire Drivers Branch)
- Institute of Professional Drivers and Chauffeurs
- Licensed Private Hire Car Association
- Private Hire Board

Taxi driver associations

- Heathrow Airport Taxi Drivers United
- Licensed Taxi Drivers Association
- London Cab Drivers Club
- London Suburban Taxi Drivers Coalition
- RMT Cab Trade Section
- Unite the Union Cab Trade Section
- United Cabbies Group

Other licensing authorities

- Neighbouring taxi & private hire licensing authorities
- National Association of Licensing and Enforcement Officers
- Senior Traffic Commissioner
- Institute of Licensing

User groups and other stakeholders

- Action on Hearing Loss
- Age UK
- City of London Police
- Department for Transport
- Disabled Persons Transport Advisory Committee
- Equality and Human Rights Commission
- Guide Dogs
- Heart of London
- Heathrow Airport Ltd
- Inclusion London
- Joint Committee on Mobility for Disabled People
- Living Streets
- London Accessible Transport Alliance
- London Assembly Members
- London Chamber of Commerce and Industry
- London City Airport Ltd
- London Councils
- London Cycling Campaign
- London First
- London local authorities
- London MPs
- Home Counties MPs
- London NHS bodies
- London TravelWatch
- Metropolitan Police Service
- Network Rail
- New West End Company
- Passenger Focus
- People 1st
- RNIB
- Roads Task Force members
- Society of West End Theatres
- Suzy Lamplugh Trust
- Train Operating Companies serving London
- Transport for All
- TfL Youth Panel
- Visit London (London & Partners)

Appendix B - Private Hire Operator Regulations

See www.tfl.gov.uk/cdn/static/cms/documents/phv-london-operators-licences-regulations-2000-statutory-instrument-2000.pdf

Appendix C - Private Hire Driver Regulations

See www.tfl.gov.uk/cdn/static/cms/documents/private-hire-drivers-regulations-2003.pdf

Appendix D - Private Hire Vehicle Regulations

See www.tfl.gov.uk/cdn/static/cms/documents/phv-london-phv-licences-regulations-2004.pdf

Appendix E – English Language Requirements – examples from other Licensing Authorities

Bedford Borough Council

A basic English language assessment, delivered by a Council officer, to determine that applicants have a basic level of proficiency in oral and written English and the ability to accurately give change in sterling. All new applicants have to take the assessment.

The assessment includes questions about the applicant, charging fares and change to be given, identifying street names and understanding of licensing conditions.

Bournemouth Borough Council

Provide evidence of an acceptable NQF Level 2 English literacy qualification or to have completed a BTEC/NVQ qualification in Transporting Passengers by Taxi and Private Hire.

Leeds City Council

All applicants must undertake an English comprehension test. The test is set and run by a recognised training organisation and covers the following key areas:

- Speaking clearly: giving information
- Reading signs and documents
- Writing: transferring information
- Dealing with fares

Leicester City Council

Applicants not born in the UK have to undertake an English assessment that meets the requirement of NQF Entry Level 3. The assessment is delivered by a college of further education independent of the licensing authority.

Manchester City Council

Assessment of basic English and maths including verbal questions and responses; reading and comprehending written English; and mental arithmetic. Currently delivered in-house but MCC are looking to find an external partner to deliver it.