

**From:** Julie Flower, Cornwall Council  
**To:** STC  
**Sent:** Thursday, April 3, 2025 16:36  
**Subject:** FW: Taxi & Private Hire Policy Consultation

Information Classification: PUBLIC

Cornwall Council, as Licensing Authority, is responsible for licensing and regulation of the taxi and private hire trade.

The Council's policy is currently being reviewed following changes to the Department for Transport's Best Practice Guidance, and also following feedback from the Trade, Councillors and Officers.

The Council's Miscellaneous Licensing Committee considered the proposed updates at their meeting on 28 March and instructed officers to proceed with a public consultation.

The draft revised policy is attached; for ease of reference the changes are shown in *shaded italic text* in the attached document.

The main changes to the policy include the following:-

- Information added relating to trade representatives and forums.
- Proposal that Hackney Carriages cannot be licensed in more than 2 taxi zones.
- Removal of the historical policy in the Kerrier taxi zone relating to disabled accessible vehicles – accessibility for disabled people needs to be looked at for all communities in Cornwall to ensure there is a right mix of vehicles.
- Intention to introduce mandatory disability and safeguarding awareness training for all drivers.
- Proposal to phase in minimum emission standards (Euro 6) for licensed vehicles as a first step towards decarbonisation and improving air quality.
- Remove requirement to carry fire extinguishers in vehicles. However, please note some Councillors expressed concern regarding this and further advice is being sought from the Council's Fire Service. Some Councillors also suggested it would be useful for vehicles to carry an emergency window breaking tool.
- Clarification regarding LOLER certificates for lifting wheelchairs in and out of vehicles.
- Clarification that GPS fare calculators are not permitted as an alternative to a taximeter.
- Updated information relating to imported vehicles.

- Clarification that CCTV audio recording is not permitted, unless in an emergency.
- Vehicles with MOT minor defects, which state repair ASAP, will not be licensed.
- Vehicles used for holiday/airport transfers added to signage/plate display exemptions.
- Clarification regarding children and seat belts.
- Clarification regarding DBS basic disclosures.
- Licences will be suspended if drivers do not subscribe to DBS Update Service.
- Taximeters must be updated within 2 months of fare tariffs taking effect.
- Clarification that operators, vehicles and drivers must be licensed by the same authority and caselaw information added relating to Private Hire Operator bookings.
- Clarification on medical timescales, and that doctor's appointment must be held in person.
- Suspended drivers are now included in the National Register (NR3S) as well as revocations and refusals.
- Clarification on surrender of licences added.
- Updates to Hackney Carriage Vehicle conditions, including: -
  - clarification that roof signs must state 'TAXI' on both sides, and minimum size specified.
  - must be equipped to take contactless payments.
- Minor updates to Private Hire Vehicle conditions.
- Minor updates to Private Hire Operator conditions including sub-contracting and data protection.
- Guidelines for determining suitability of applicants updated in accordance with Institute of Licensing's updated Suitability Guidance.
- Minor updates to Driver conditions and code of conduct.

If you wish to comment on any of the proposed changes to the policy, please email me by no later than **2 June 2025**.

Your comments will be included when the matter is referred back to the Miscellaneous Licensing Committee for consideration at their meeting on 20 June 2025.

Kind regards

**Julie Flower | Principal Licensing Practitioner (Policy)**

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