



Changes to licensing requirements from 1 July 2024

This Notice sets out changes to licensing requirements for taxi and private hire vehicle (PHV) licensees that come into effect on 1 July 2024.

This Notice follows [TPH Notice 07/23](#) which confirmed the outcome of our Improving Safety for Taxi and PHV Passengers [consultation](#).

Changes to licensing requirements from 1 July 2024

A number of changes are coming into effect from 1 July 2024 for taxi drivers, taxi vehicle owners, PHV drivers, PHV owners and PHV operators.

Each change, and how it will impact individual licensees, has been set out below.

Please note that due to the differences in legislation, the changes will be implemented in different ways depending on whether you are a taxi licensee or a private hire licensee.

Licensee self-reporting (DfT 1) – Notification of police involvement

Licensed taxi drivers, PHV drivers and PHV operators must tell us about any arrest and release, charge, caution or conviction within 48 hours. **This includes all driving offences resulting in penalty points on your DVLA driving licence.**

When an offence is dealt with by a Fixed Penalty Notice (FPN), you must notify us within 48 hours of accepting the FPN and paying any associated fine.

When notifying us, please provide:

- Name
- Date of birth
- Licence number
- Nature of the offence
- Date of the arrest, charge, caution or conviction
- The police station you were taken to (if applicable)
- The court you attended (if applicable) and details of any sentence

We have created an [online form](#) to make it easier for licensees to provide relevant information. Alternatively, licensees can notify us by emailing tphlicensingssupport@tfl.gov.uk.

More information is provided in our [Notification of police involvement guidance document](#).

As mentioned above, the implementation is different depending on whether you are a taxi or PHV licensee due to the differences in the legislation:

For **all taxi drivers**, this requirement will take immediate effect from 1 July 2024.

For **PHV drivers**, all licences granted on or after 1 July 2024 will include a condition requiring them to inform us within 48 hours.

PHV drivers with a licence granted before 1 July 2024 are strongly encouraged to comply with the 48-hour requirement. The 48-hour requirement will be added as a licensing condition on the driver's next licence.

For all individuals associated with a **PHV operator's** licence, this requirement will take immediate effect from 1 July 2024.

Complaints signage (DfT 2)

All licensed vehicles (taxis and PHVs) must display new signage with information about how to make a complaint to TfL and important safety information.

The new signage will start being installed in taxis and PHVs at the annual licensing inspections from summer 2024.

More information is provided in our [Signage for taxis and PHVs guidance document](#).

From **July 2025** there will also be a requirement for taxi and PHV drivers and vehicle owners to ensure that the signage is displayed correctly in the vehicle. More information will be published closer to the time.

Overseas criminal checks (DfT 3)

From 1 July 2024, all new and renewing applicants for taxi and PHV driver licences and PHV operator licences who have lived in a country other than the UK for one or more continuous periods of three months or more in the last 10 years, must complete a Living Abroad Details form ([TPH/205](#)). Periods of extended holiday are included.

New and renewing applicants will be asked to produce a Certificate of Good Conduct (CoGC) from every relevant country to cover the period declared in the form.

More information is provided in our [Certificate of Good Conduct guidance document](#), that helps licensees to determine whether there are periods you need to declare or how to apply for a CoGC.

PHV Operator DBS checks (DfT 7)

From 1 July 2024, all individuals associated with a PHV operator's licence must provide a basic DBS check when:

- Applying for their first PHV operator's licence
- Within 28 days of the anniversary of the start date of their licence each year

- Applying to renew their PHV operator's licence

All basic DBS checks must be obtained through our [authorised service provider](#).

More information is provided in our [PHV operator DBS checks guidance document](#).

PHV operator booking and dispatch staff (DfT 8)

From 1 July 2024, all PHV operators must keep and maintain a register of booking and dispatch staff. Entries in the register must be retained for 12 months from the date any individual was last available to take bookings or dispatch vehicles. They must also obtain basic DBS checks on all staff on the register.

From 1 July 2024, PHV operators must also have a policy on employing ex-offenders.

More information is provided in our [PHV operator register and booking records guidance document](#).

PHV operator booking records (DfT 9)

We have revised the current booking records requirements to take account of the Statutory Standards.

From 1 July 2024 the following additional information must be recorded in the booking records:

- The name of any individual that responded to the booking request
- The name of any individual that dispatched the vehicle
- The PHV licence number of the driver carrying out the booking
- The vehicle registration mark of the vehicle used to carry out the booking

Further booking records information, including sub-contracted bookings guidance can be found [here](#).

Individuals associated with a private hire operator's licence

The individuals associated with the PHV operator's licence, to who the new requirements for reporting offences, DBS checks and CoGCs apply, are:

- **Sole traders:** the individual who owns the business
- **Companies:** all the individuals who make up that company such as the company secretary, board of directors and the nominated representative
- **Unregistered firms or partnerships:** all the individuals who make up that firm or partnership
- **Nominated representative:** The nominated representative of any operator who does not fall within one of the categories above

Licensing requirements and policies (DfT 10)

Where appropriate, when there are changes in licensing requirements, we will review the licences already issued and wherever possible, we will apply any new licensing policies immediately.

Further information

Further information on all of these changes is available on the [taxi and private hire policy page, under 'DfT Statutory Standards'](#).

We will keep this information under review and may publish updates in the coming months. We strongly advise licensees to regularly check the website for updates.

Graham Robinson

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1 July 2024

For previous Notices and additional licensing information, please visit tfl.gov.uk/tph