



Improving Safety for Taxi and PHV Passengers consultation outcome

In July 2020, the Department for Transport (DfT) introduced new [Statutory Standards](#) to enhance passenger safety for taxi (black cab) and private hire vehicle (PHV) services. These standards are especially focused on safeguarding children and vulnerable adults, with broader benefits for all passengers.

Most of the Statutory Standards are already in place in London, but there are some that were subject to consultation as we sought feedback on **how** we propose to implement them.

Between 27 February and 12 May 2023, Transport for London (TfL) [consulted](#) on proposed changes to taxi and private hire licensing requirements to further improve taxi and private hire passenger safety.

The consultation was structured in three sections:

Part 1 – sought views on how TfL intend to introduce the remaining Statutory Standards.

Part 2 – sought views on how TfL can make taxis safer.

Part 3 – sought views on additional proposals to make PHV services safer.

We have analysed the consultation responses and have published a [report on the consultation](#).

Consultation outcome

A decision has been taken and a number of regulations were signed on 10 November 2023. The regulations have been published [here](#).

We have prioritised the proposals in Part 1 of the consultation, to ensure that we implement the remaining DfT Statutory Standards at the earliest opportunity.

We intend to consider the responses in relation to Part 2 and 3 of the consultation in early 2024 and will communicate the next steps for these parts of the consultation separately.

What this means

Following our consideration of the consultation responses to Part 1 of the consultation, we are introducing a number of changes. These changes will be introduced through a mixture of new or amended regulations, licence conditions and application requirements. A summary of the changes is below and further details on the implementation of these changes is provided in Appendix 1.

Where the new requirements for taxi and PHV drivers are different, this is a result of the differences in taxi and PHV legislation.

Mandating the DBS Update service (DfT 4 – Driver DBS checks) is the most significant in terms of enhancing safety, and so has been prioritised to take effect from 26 February 2024. All other standards are more interrelated and so will take effect together from 1 July 2024, except for the driver requirement in DfT 2 (Displaying complaints signage) which will follow in July 2025, and the Safety, Equality and Regulatory Understanding (SERU) requirement for taxi drivers (DfT 5 – SERU and English language skills), which will take effect from 1 October 2025. These dates will allow the taxi and PHV industries time to prepare for the changes.

DfT 1 – Licensee self-reporting

We are proceeding with a requirement for licensees to inform us of any arrest and release, charge, caution or conviction within 48 hours. This requirement will take effect from **1 July 2024**.

This is a slight modification of the consultation proposal to explicitly re-state that cautions are included (as per the current requirement).

The table in Appendix 1 provides details of how this will be introduced for taxi drivers, PHV drivers and PHV operators.

DfT 2 – Displaying complaints signage

We are proceeding with a requirement for all licensed taxis and PHVs to display prescribed information in the vehicle, including information about how to make a complaint to TfL.

This requirement will take effect from **1 July 2024** when TfL will affix new signage into vehicles as part of the vehicle licensing inspection process.

We are also proceeding with the requirement that a taxi or PHV driver must ensure that any taxi or PHV they are driving is displaying the prescribed signage. This requirement will take effect from **1 July 2025**.

The table in Appendix 1 provides details of how this will be introduced for taxi drivers and PHV drivers.

DfT 3 – Overseas criminal checks

We have amended the proposal in the consultation and are proceeding with a requirement that all new and renewing taxi and PHV drivers, and PHV operators, 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 since the applicant was 18 will be required to provide a Certificate of Good Conduct (CoCG) for any such period. This includes periods of extended holiday.

This requirement will take effect from **1 July 2024**.

As part of our current requirement for applicants for taxi and PHV driver licences to provide CoGCs, we have measures in place that recognise those occasions when a CoGC cannot be obtained.

DfT 4 – Driver DBS checks

We are proceeding with a requirement that all applicants for a taxi or PHV driver's licence, both new and renewal, will be required to provide evidence of registration with the DBS Update service.

We are also proceeding with a requirement that from the point they are next licensed, all taxi and PHV drivers must maintain continuous subscription to the DBS Update service.

This requirement will take effect from **26 February 2024**.

DfT 5 – Safeguarding training and English language skills

We are proceeding with a requirement that taxi drivers will be required to pass a Safety, Equality and Regulatory Understanding assessment.

This requirement will take effect from **1 October 2025**.

Taxi drivers' English language proficiency will continue to be assessed through the Knowledge of London.

There will be no change to the English language and Safety, Equality and Regulatory Understanding assessments already in place for PHV drivers.

DfT 6 – Vehicle owner DBS checks

We will not be introducing any additional requirements for either taxi or PHV owners, as set out in our consultation.

DfT 7 – PHV operator DBS checks

We are proceeding with a requirement that all new and renewing PHV operator applicants will be required to provide a basic DBS check as part of their application.

We are also proceeding with a requirement that all licensed PHV operators must provide a further basic DBS check annually, on the anniversary of the start of the licence.

This requirement will take effect from **1 July 2024**.

DfT 8 – PHV operator booking and dispatch staff

We are proceeding with a requirement that PHV operators will be required to keep and maintain a register of booking and dispatch staff, and will be required to retain entries in the register for 12 months from the date any individual was last available to take bookings or dispatch vehicles.

This requirement will take effect from **1 July 2024**.

DfT 9 – PHV operator booking records

We are proceeding with making an amendment to Regulation 11 of the Operator Regulations to specify that additional particulars must be entered into a PHV operator's booking records.

This requirement will take effect from **1 July 2024**.

DfT 10 – Changing licensing policies and requirements

We are proceeding with an amendment to our licensing policies and requirements that, 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 details can be found in Appendix 1 of this Notice.

Next steps

We will now begin the implementation process for these changes. In determining the implementation dates, we have taken into account the responses to the consultation, the findings of the Integrated Impact Assessment and the impact the changes will have on taxi and PHV applicants and licensees.

For most of these changes no immediate action is required by licensees at this stage. However, the first requirement to be introduced will be the DBS Update Service which will come into effect from 26 February 2024. Any taxi or PHV driver who is renewing their licence should register with the DBS Update Service when applying for their enhanced DBS check. Guidance will be issued in the coming weeks to help taxi drivers and PHV drivers to prepare for this new requirement. From later this year new application packs sent out by TfL will include an insert informing drivers how to sign up for the DBS Update Service when requesting an up to date enhanced DBS check.

The majority of the remaining Standards will be implemented on 1 July 2024 and further information and guidance will be issued in advance of this date to assist licensees with preparing for these changes.

The SERU assessment for taxi drivers will be implemented from 1 October 2025. Further information and guidance, including a taxi driver handbook, will be issued in advance of this date to assist taxi driver applicants and existing licensed drivers prepare for the assessments.

We will communicate further information about all the changes to all licensees as and when guidance and advice becomes available. We will also be including further information in our weekly emails to licensees. If you do not already receive these and would like to sign up to receive updates, then please email tph.enquiries@tfl.gov.uk.

We will also post all relevant information on our website. If you need further guidance, having looked at the information on our website, please email us at tph.enquiries@tfl.gov.uk.

Graham Robinson

**General Manager
Taxi and Private Hire
Transport for London**

22 November 2023

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

Appendix 1 – Consultation outcomes

Where the new requirements for taxi and PHV drivers are different, this is a result of the differences in taxi and PHV legislation.

Licensee self-reporting (DfT 1)
We have made a slight modification to the consultation proposal for taxi and PHV drivers to explicitly re-state that cautions are included (as per the current requirement).
Taxi Drivers We have amended the London Cab Order 1934 to include a prescribed condition that taxi drivers inform us of any arrest and release, charge, caution and conviction within 48 hours. The condition will apply to all licensed taxi drivers with immediate effect from 1 July 2024 .
PHV drivers From 1 July 2024 all new and renewed PHV driver licences will be issued with a condition that the driver informs us of any arrest and release, charge, caution and conviction within 48 hours.
PHV operators We have amended Regulation 9(4) of the Private Hire Vehicles (London) (Operators') Regulations 2000 to require all PHV operators to inform us of us of any arrest and release, charge, caution and conviction within 48 hours. Regulation 2 has also been amended to clarify and expand which individuals associated with an operator's licence will be meet this condition, and to be consistent with the requirement for operators to provide DBS checks (see DfT 7). The revised condition will apply to all licensed PHV operators from 1 July 2024 .
Displaying complaints signage (DfT 2)

Taxis and PHVs

All taxis and PHVs will be required to display prescribed information.

The new signage will include:

- Information about how to make a complaint to TfL
- No-smoking sign
- Cycle safety sign
- Card payment information (taxis only)
- Information for wheelchair users (taxis only)
- Pre-booked only sign (PHVs only)
- Seatbelt sign
- Message advising passengers that abuse of drivers is unacceptable

From **1 July 2024**, we will affix the signage in taxis and PHVs at the next annual vehicle licensing inspections.

Taxi drivers

We have amended the London Cab Order 1934 to include a prescribed condition of a driver's licence that the taxi they are driving is displaying the prescribed signage.

The condition will apply to all licensed taxi drivers with from **1 July 2025**.

PHV drivers

From **1 July 2025**, all new and renewed PHV driver licences will be issued with a condition that the PHV they are driving is displaying the prescribed signage.

Overseas criminal records checks (DfT 3)

We have amended our consultation proposal, after considering feedback from the consultation, and reduced the period for which Certificates of Good Conduct must be produced from the whole period since the applicant was 18, to the last 10 years since the applicant was 18.

Periods of extended holiday will no longer be excluded from the requirement.

Taxi and PHV drivers

From **1 July 2024**, all new and renewing applicants for taxi and PHV driver 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 will be required to provide a Certificate of Good Conduct for any such period.

PHV operators

From **1 July 2024**, all new and renewing applicants for 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 will be required to provide a Certificate of Good Conduct for any such period.

Driver DBS checks (DfT 4)
From 26 February 2024 , all applicants for a taxi or PHV driver's licence, both new and renewal, will be required to provide evidence of registration with the DBS Update service.
<p>Taxi drivers</p> <p>We have amended the London Cab Order 1934 to include a prescribed condition that any taxi driver whose licence commences on or after 26 February 2024 maintains continuous registration with the DBS Update service.</p> <p>PHV drivers</p> <p>From 26 February 2024, all new and renewed PHV driver licences will be issued with a condition that the driver maintains continuous registration with the DBS Update service.</p> <p>On 26 August 2024, we will commence undertaking six-monthly status checks with the DBS on all taxi drivers who have subscribed to the Update Service.</p>
Safeguarding training and English language skills (DfT 5)
<p>PHV drivers</p> <p>No change to current requirement.</p>
<p>Taxi drivers</p> <p>We have amended the London Cab Order 1934 to create a requirement that all new and renewing taxi drivers must take and pass an assessment of their safety, equality and regulatory understanding (SERU assessment).</p> <p>From 1 October 2025, no new driver may be licensed or renewing driver re-licensed without having passed a SERU assessment.</p> <p>We will continue to monitor taxi drivers' English language proficiency during the Knowledge of London examination process. If there is sufficient evidence to suggest that the Knowledge of London does not sufficiently demonstrate taxi drivers' English speaking and listening skills, we will reconsider the need to introduce a separate speaking and listening test similar to that undertaken by applicants for PHV driver licences.</p>
Vehicle owner DBS checks (DfT 6)
We will maintain the position set out in the consultation and not introduce any additional requirements for either taxi or PHV owners.
PHV operator DBS checks (DfT 7)
From 1 July 2024 , all new applicants and renewing operators will be required to provide a basic DBS check with their application.

We have amended Regulation 9 of the Private Hire Vehicles (London) (Operators') Regulations 2000 to prescribe a licence condition that will require all existing licensed PHV operators to provide a basic DBS check each year within 28 days of the anniversary of the licence start date.

Regulation 2 has also been amended to clarify which individuals associated with an operator's licence will be required to provide DBS checks.

The condition will apply to all licensed PHV operators with immediate effect from **1 July 2024**.

All basic DBS checks in relation to PHV operator licences are to be obtained through our contracted service provider.

PHV operator booking and dispatch staff (DfT 8)

We have amended Regulation 9 of the Private Hire Vehicles (London) (Operators') Regulations 2000 to prescribe a licence condition that will require that operators maintain a register of booking and dispatch staff; and

We have amended regulation 16 of the Operator Regulations to require operators to retain entries in the register for 12 months from the date any individual was last available to take bookings or dispatch vehicles.

The amended regulations will apply to all licensed PHV operators from **1 July 2024**.

From **1 July 2024**, all applicants for an operator's licence will be required to provide a copy of their policy on employing ex-offenders with their application.

PHV operator booking records (DfT 9)

We have amended regulation 11 of the Operator Regulations to specify that the following particulars must be entered in 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

The requirement will apply to all licensed PHV operators from **1 July 2024**.

Changing licensing policies and requirements (DfT 10)

Where appropriate, when there are changes in licensing requirements, we will review the licences already issued.

Wherever possible, we will apply any new licensing policies immediately.