

Hackney Carriage and Private Hire Licensing Policy

Hackney carriage and private hire vehicles have an important role to play in an integrated transport system. They are able to provide services in situations where public transport is either not available, outside “normal” hours of operation such as in the evenings or at weekends or for those with mobility difficulties.

The current Hackney Carriage and Private Hire Policy was approved by Full Council on the 10 April 2018 for the period 2018 – 2023. Current Policy can be viewed at <https://www.tmbc.gov.uk/downloads/download/16/hackney-carriage-and-private-hire-policy>.

The Licensing Team have been discussing the complaints that have been received, and have proposed various changes to the current policy to address these complaints.

Possibly change above to - When discussing the possible changes, the Licensing Team have reviewed the regular complaints received and are looking to take steps to reduce these complaints and ensure the public are offered the best service, whilst ensuring those in the trade are able to maintain profitable work.

Tonbridge & Malling Borough Council is seeking views on the current policy and main proposed changes. This questionnaire is designed to capture your views on the proposed changes and is an opportunity to put forward for discussion any changes to would like to see to the policy.

The consultation will run from the **10 July 2023 until 1 September 2023**, with the feedback being discussed at a meeting of the Licensing and Appeal Committee on the 27 September 2023.

I want to thank you for completing the survey, as your views are very important in formulating the future Hackney Carriage and Private Hire Licensing policy.

Anthony Garnett
Head of Service - Licensing, Community Safety and Customer Services.

1. Hackney Carriage Journeys being paid for by Credit / Debit Card

-
With the increase in electronic card payments for many goods and services, would you like to see all Hackney Carriage journeys being able to be paid for by Credit / Debit Card?

Do you agree?

Yes

No

2. Hackney Carriage Journeys being paid for by Credit / Debit Card -

Do you have any comments?

3. Increasing the minimum number of Hackney Carriage passengers a vehicle can be licensed for from one to four passengers -

We are proposing to move the minimum number of passengers that a Hackney Carriage Vehicle can take from **one to four**. The prime reason for this is safeguarding and we currently do not have any Hackney Carriage Vehicles licensed below **four** passengers.

Please enter any comments you may have.

4. Outsourcing the Disclosure and Barring Service (DBS) to an external third policy -

The licensing team currently spends time, completing the DBS application with applicants, checking all required ID documents, and has to rely on the applicant to bring the certificate in to the council when they receive it. This current process often results in a lot of time to chase up applicants to bring in DBS Certificates.

The licensing team what to move all drivers onto the on-line update service, which our current policy requires. By using an outside provider, will make this process easier to implement.

Please enter any comments you may have.

5. Reduce the length of time lost property is kept from 12 months to 2 months.

The licensing team is proposing to move the minimum period lost property is kept from Twelve months to three months.

Do you agree?

Yes

No

6. Making CCTV compulsory in all licensed vehicles (Hackney Carriage or Private Hire)

Do you agree?

Yes

No

7. Making CCTV compulsory in all licensed vehicles (Hackney Carriage or Private Hire)

Do you have any comments?

8. Drivers of Hackney Carriage Vehicles Failing to take a passenger on a short journey - Charging more than the Fare shown on the metre when taking Credit / Debit card payments.

With a growing number of complaints from members of the public about being refused to be taken on a short taxi journey, or being charged more than the Fare shown on the Metre, the Licensing Team are proposing 12 penalty points being imposed on their TMBC driving licence and a two week suspension. Subsequent offences will be referred to the Licensing and Appeals Committee.

Do you agree?

Yes

No

9. Drivers of Hackney Carriage Vehicles Failing to take a passenger on a short journey - Charging more than the Fare shown on the metre when taking Credit / Debit card payments.

Do you have any comments?

10. Do you have any additional comments, changes or recommendations to the policy that you would like the Licensing and Appeals Committee to consider?

11. Your name (Optional)

12. Badge Number (Optional)

13. Contact email address (Optional)

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

