

**Time** 10.05 am **Public Meeting?** YES **Type of meeting** Licensing

**Venue** Council Chamber - 4th Floor - Civic Centre

## Membership

**Chair** Cllr Phil Page (Lab)  
**Vice-chair** Cllr Rashpal Kaur (Lab)

### Labour

Cllr Greg Brackenridge  
Cllr Celia Hibbert  
Cllr Jaspreet Jaspal  
Cllr Asha Mattu  
Cllr Anwen Muston  
Cllr Rita Potter  
Cllr Gillian Wildman

### Conservative

Cllr Wendy Dalton  
Cllr Jonathan Crofts  
Cllr Andrew Randle

Quorum for this meeting is three Councillors.

## Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

**Contact** Donna Cope, Democratic Services Officer  
**Tel/Email** Tel: 01902 554452 Email: [donna.cope@wolverhampton.gov.uk](mailto:donna.cope@wolverhampton.gov.uk)  
**Address** Democratic Services, Civic Centre, 1st floor, St Peter's Square,  
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

**Website** <http://wolverhampton.moderngov.co.uk>  
**Email** [democratic.services@wolverhampton.gov.uk](mailto:democratic.services@wolverhampton.gov.uk)  
**Tel** 01902 555046

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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

# Agenda

## Part 1 – items open to the press and public

<i>Item No.</i>	<i>Title</i>
1	<b>Apologies for absence</b>
2	<b>Declarations of interest</b>
3	<b>Minutes of previous meeting</b> (Pages 1 - 4) [To approve the minutes of the previous meeting held on 11 January 2023 as a correct record].
4	<b>Matters arising</b> [To discuss any matters arising from the minutes of the previous meeting].
5	<b>Driver Safety Enclosures</b> (Pages 5 - 26) [To approve the proposed policy]
6	<b>Taxi Personal Safety Alarms</b> (Pages 27 - 52) [To note the report]

## Attendance

### Members of the Regulatory Committee

Cllr Phil Page (Chair)  
Cllr Rashpal Kaur (Vice-Chair)  
Cllr Greg Brackenridge  
Cllr Wendy Dalton  
Cllr Celia Hibbert  
Cllr Jaspreet Jaspal  
Cllr Anwen Muston  
Cllr Andrew Randle  
Cllr Gillian Wildman

### Employees

Chris Howell	Commercial Regulation Manager
Greg Bickerdike	Licensing Manager
Paul Dosanjh	Service Manager -Trading Standards and Licensing Act
Emma Caddick	Service Manager - Environmental Health
Donna Cope	Democratic Services Officer
Dave Abel	Solicitor

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## Part 1 – items open to the press and public

*Item No.*    *Title*

- 1 Apologies for absence**  
Apologies were received from Councillor Rita Potter, Councillor Asha Mattu and Councillor Jonathan Crofts.
- 2 Declarations of interest**  
There were no declarations of interest made.
- 3 Minutes of previous meeting**  
Resolved:  
That the minutes of the meeting of the Regulatory Committee held on 28 September 2022 be confirmed as a true record and signed by the Chair.
- 4 Matters arising**  
There were no matters arising.

5 **Minutes - 7 September 2022 - Regulatory Sub-Committee**

Resolved:

That the minutes of the meeting of the Regulatory Sub-Committee held on 7 September 2022 be confirmed as a true record and signed by the Chair.

6 **Draft City of Wolverhampton Street Trading Policy**

Emma Caddick, Service Manager – Environmental Health, presented the report: Draft City of Wolverhampton Street Trading Policy. The report detailed the outcome of the consultation on the draft policy and sought Committee approval to implement the final version.

The report was considered by Committee.

Councillor Brackenridge moved the recommendations and Councillor Muston seconded the recommendations.

Resolved:

That Members of the Regulatory Committee:

1. Approved the final version of the City of Wolverhampton Street Trading policy.
2. Noted the responses to the public consultation on the Draft Street Trading Policy and proposed pitches.
3. Noted the amendments made to the Draft Street Trading Policy.

7 **Review of Fees and Charges for General Licensing and Miscellaneous Matters for 2023 - 2024**

Paul Dosanjh, Service Manager, Trading Standards & Licensing Act, presented a report outlining the proposed fees and charges for general licensing and miscellaneous matters for 2023-2024.

The Service Manager reported that the fees and charges remained the same as last year, and the payment plans that were introduced to assist businesses that had been adversely affected by Covid-19, would continue.

Councillor Muston welcomed the report and moved the recommendations. Councillor Brackenridge seconded the recommendations.

Resolved:

That Members of the Regulatory Committee:

1. Approved the proposed fees and charges for General Licensing as set out in Appendix 1 with effect from 1 April 2023.

8 **Update on Private Hire Licensing Growth**

Greg Bickerdike, Licensing Manager presented the report: Update on Private Hire Licensing Growth. The report outlined the national shortage of licensed drivers and highlighted the extraordinary demand for private hire driver licences. It detailed the procedures in place to prioritise residents of Wolverhampton and asked members to approve the ongoing approach to tackle the high demand for private hire driver licences.

The Licensing Manager noted that he had been contacted by the Department for Transport advising him of the following amendments to the report:

- Paragraphs 3.3 and 4.3 – As of 31 March 2022 there are 281 English licensing authorities. This number has dropped over the years due to changes in local government structures so it may have been 322 when the data in the table starts (2012-13).
- Paragraph 3.7 - Operators licensed under the Private Hire Vehicles (London) Act 1998 can sub-contract bookings to those licensed under Local Government (Miscellaneous Provisions) Act 1976.

The report was considered by Committee and the Licensing Manager responded to questions asked.

Councillor Brackenridge noted that Wolverhampton Licensing were doing more to help address the shortage of private hire drivers than other councils. Technology had been implemented to keep Wolverhampton ahead of the game to enable licensing to be processed quickly without risking public safety. Councillor Brackenridge thanked Licensing Officer for their hard work and moved the recommendations.

Councillor Muston seconded the recommendations.

Resolved:

That Members of the Regulatory Committee:

1. Approved the ongoing approach to meeting the demand for private hire driver licences.

## 9 **Driver Safety Enclosures Consultation**

Greg Bickerdike, Licensing Manager presented the report: Driver Safety Enclosures Consultation. The report provided a copy of the draft City of Wolverhampton Vehicle Licence Requirements Policy and sought Committee approval to carry out a six-week consultation on the regulation of driver safety enclosures in licensed vehicles.

Councillor Brackenridge moved the recommendations and Councillor Wildman seconded the recommendations.

Resolved:

That Members of the Regulatory Committee:

1. Approved a six-week consultation on the regulation of driver safety enclosures in licensed vehicles.

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CITY OF  
WOLVERHAMPTON  
COUNCIL

## Regulatory Committee

8 March 2023

<b>Report title</b>	Driver Safety Enclosures	
<b>Wards affected</b>	All	
<b>Accountable director</b>	John Roseblade, Director of Resident Services	
<b>Originating service</b>	Licensing	
<b>Accountable employee</b>	Greg Bickerdike	Licensing Manager
	Tel	01902 554030
	Email	Greg.Bickerdike@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	None.	

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### Recommendation for decision:

The Regulatory Committee is recommended to:

1. Approve the policy to regulate Driver Safety Enclosures.

## **1.0 Purpose**

- 1.1 To seek approval from the Committee for a policy to permit the installation of Driver Safety Enclosures (DSE) in licensed vehicles.

## **2.0 Background**

- 2.1 On 11 January 2023, the Committee approved a consultation on updating its policy to permit the installation of Driver Safety Enclosures.

## **3.0 Consultation Responses**

- 3.1 Over 1,200 responses were received, with over 75% of respondents being in support of the proposals.
- 3.2 The following issues were raised and are dealt with below:
  - A. Mandatory installation costs - the screens are not proposed to be mandatory, therefore there will be no additional cost to licensees should they choose not to have a DSE.
  - B. Resale – as the DSEs can be removed, this should not affect resale value.
  - C. Limitations against extreme violence or violence outside the vehicle – this is acknowledged, however limitations are not a reason to do anything.
  - D. A barrier to communication – this has been considered previously and is mitigated by the requirement for transparency and holes for audio to transmit.
  - E. Insurance concerns – this has been considered previously and is mitigated by the policy which requires proprietors to inform their insurance provider.
  - F. Passengers in the front seat – it is proposed that driver protection would be from all passenger seats.
  - G. Reduction in passenger leg room/seating capacity – the models researched do not impact on these considerations.
  - H. Concerns about fitting correctly – this has been considered previously and is mitigated by the policy's requirement for a professional installation.
  - I. Performance in an accident, including airbag deployment – this has been considered previously and the product's compliance with relevant vehicle safety legislation mitigates it.
  - J. The enclosure acting as a vector for disease transmission – this has been considered previously and the policy's requirement for the product to be kept clean mitigates it. It should also be noted that many other responses included support for the enclosures as something that would reduce airborne disease transmission.



K. Negatively affecting the customer experience or personal use of the vehicle – this is a consequence of the product that will need to be considered by each proprietor as to whether the benefits outweigh this.

3.3 There were no contributions which required a change to the proposals, included in Appendix 1.

#### **4.0 Financial implications**

4.1 There are no direct costs implications in relation to this policy.

[LD/28022023/J]

#### **5.0 Legal implications**

5.1 The policy requires that enclosures:

A. Must be fitted within the vehicle accordance with regulations UN ECE R43.00 and R21.01 and Section 12 of the M1 category DVSA IVA manual.

B. Must not be modified from the original manufactured design, without the manufacturer's confirmation that this will not cause any safety issues or noncompliance with the relevant UK and/or EC safety legislation.

C. Must not negatively affect any safety equipment, such as airbags, or escape from the vehicle.

D. Must be notified to the vehicle insurer as a modification to the vehicle. Proof of insurance cover including the enclosure is required at all times.

[AB/15-02-2023/111]

#### **6.0 Equalities implications**

6.1 An equalities analysis was presented to the Committee when approval for the consultation was obtained. There are no changes to the policy,.

#### **7.0 All other Implications**

7.1 There are no other implications.

#### **8.0 Schedule of background papers**

8.1 11 January 2023 - Driver Safety Enclosures Consultation – Regulatory Committee

#### **9.0 Appendices**

9.1 Appendix 1: Draft Vehicle Licence Requirements Policy

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# Vehicle Licence Requirements Policy

Licensing Services

Version 1.23

Created: 29 July 2021

Revised: 8 March 2023

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# 1. Hackney Carriage Vehicle Licence Requirements

A Hackney Carriage Vehicle Licence will only be granted providing the vehicle meets the following requirements and standards upon inspection.

New applications can only be made for new vehicles, with no more than 500 delivery miles.

## 1.1 Currently Approved Hackney Carriage Vehicle Model

<b>Citroen</b> <ul style="list-style-type: none"><li>• Dispatch Combi</li><li>• Dispatch HDI 120 9-S</li><li>• Dispatch L2 H1 Level 2</li><li>• Euro</li><li>• L7</li><li>• Relay L3 H2</li><li>• SVA Taxi</li></ul>	<b>Ford</b> <ul style="list-style-type: none"><li>• Procab</li><li>• Tourneo Custom</li><li>• Voyager VTC8</li></ul> <b>LTI</b> <ul style="list-style-type: none"><li>• TX1</li><li>• TX2</li><li>• TX4</li></ul> <b>Mercedes</b> <ul style="list-style-type: none"><li>• MX7</li><li>• Vito</li></ul>	<b>Nissan</b> <ul style="list-style-type: none"><li>• Dynamos</li><li>• Primastar</li><li>• Voyager</li></ul> <b>Peugeot</b> <ul style="list-style-type: none"><li>• Boxer 290</li><li>• E7</li><li>• E7 SE</li><li>• LC7</li></ul> <b>Volkswagen</b> <ul style="list-style-type: none"><li>• T5 Shuttle SE SWB 10</li></ul>
<b>Fiat</b> <ul style="list-style-type: none"><li>• Eurocab</li><li>• Scudo</li><li>• TW200</li></ul>		

Every application must be made using the Hackney Carriage Vehicle licence [application form](#) and must be supplied with the following documents:

- (a) Vehicle registration document (V5C) or bill of sale
- (b) Valid certificate of insurance or cover note showing cover for public or private hire purposes (as appropriate)
- (c) Current MOT test certificate issued no earlier than 10 days before the date of application by a [City of Wolverhampton approved MOT station](#)
- (d) Calibration certificate for new or replacement vehicles by the meter supplier
- (e) Current [licence fee](#) – dependant on the age of the vehicle.

Once satisfied the vehicle application is complete and the appropriate requirements are met, the licence will be granted upon successful completion of a vehicle compliance inspection to ensure the vehicle complies with the conditions of licence and standards below.

## 1.2 Hackney Carriage Vehicle Standards

1. All internal fittings and fixtures i.e. carpets, seats, trims and seat cover should be clean and in good condition. Rips/tears in seat and broken trims should be replaced or repaired to a high standard before submitting the vehicle for inspection.
2. Seating within the vehicle must be conference type seating and not all forward facing. The access for wheelchair users must be from the left hand side of the vehicle.
3. All external fitting i.e. wheel caps/discs, bumpers and trims should be fitted, clean and in good condition. Rusty/damaged metal bumpers or damaged plastic bumpers are not acceptable. An illuminated 'taxi' roof sign indicating when the taxi is for hire must be installed and kept in working condition.
4. The paintwork should be maintained to a high gloss finish and of a uniform colour free from scratches which expose the under primer or metal. It is advisable that if any paintwork is undertaken on the vehicle that it is done by a reputable garage to a high standard.
5. The body panels should be free of dents and all body panels should fit correctly. The excessive use of body filler and repairs that are of a poor standard are not acceptable.
6. No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in, or from the vehicle except as may be required by any statutory provision (including byelaws). This includes the display of unauthorised transfers/stickers to the body or windows of the vehicle.

A Hackney Carriage Vehicle must also meet all the conditions of licence. You are advised to contact Licensing Services prior to making a new application to ensure all of those requirements are met.

## 1.3 Hackney Carriage Licence Replacements

If you have a Hackney Carriage Vehicle Licence and you want to replace the vehicle on the licence, the replacement vehicle must be newer. You cannot replace the vehicle with an older one.

## 2. Private Hire Vehicle Licence Requirements

A Private Hire Vehicle Licence will only be granted providing the vehicle meets the following requirements and standards upon inspection.

Each Private Hire Vehicle [application must be made online](#) and supplied with the following documents:

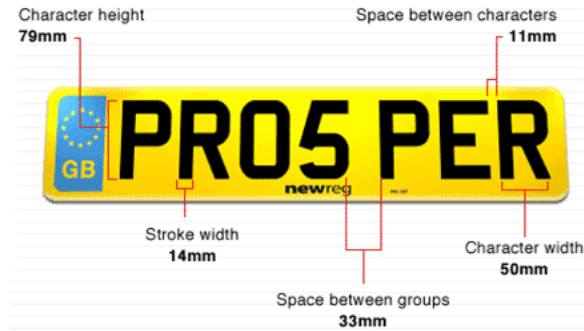
- (a) Vehicle registration document (V5C) or bill of sale.
- (b) Valid certificate of insurance or cover note showing cover for private hire purposes.
- (c) Current MOT test certificate issued no earlier than 10 days before the date of application by a [City of Wolverhampton approved MOT station](#).
- (e) Current licence fee – dependant on age of the vehicle.
- (f) From 1 April 2021, if the applicant is not a driver or operator licensed by City of Wolverhampton Council, you must also provide a Basic DBS certificate through the [UK Government website](#). If the applicant is a company or partnership, each director and partner must provide a basic DBS certificate. The certificate must be dated within the 12 months prior to application. These can be completed before you apply and the certificate uploaded as part of this application or you can apply after submitting the application. If the DBS certificate contains information, a hearing may be required to be held to determine whether the individual is fit and proper to hold a licence, in consideration of the Council's '[Guidelines Relating to Relevance of Convictions and Breaches of Licence Conditions](#)', prior to the licence being granted.

Once satisfied the vehicle application is complete and the appropriate requirements are met, the licence will be granted upon successful completion of a vehicle compliance inspection to ensure the vehicle complies with the conditions of licence and standards below.

### 2.1 Private Hire Vehicle Requirements

- The vehicle must be no older than 11 years and 6 months (vehicles are not plated past 12 years).
- The vehicle must have no more than 9 seats, including the driver's seat.
- The vehicle must have passenger opening doors on both sides.
- All seats must be forward facing.
- The vehicle must not have a partition between the driver and passengers, [unless it is a driver safety enclosure authorised by Licensing Services](#).

- Only manufacturers' factory fitted privacy glass will be permitted.
- The vehicle must display a legal registration number as shown of the logbook, which adheres to the official DVLA format of 11mm between each of the character and 33mm between the age identifier.



- Both internal and external facing cameras are permitted, however you must comply with the Taxi CCTV Policy available in the ['Downloads' section here](#).



## 2.2 Private Hire Vehicle Signage Requirements

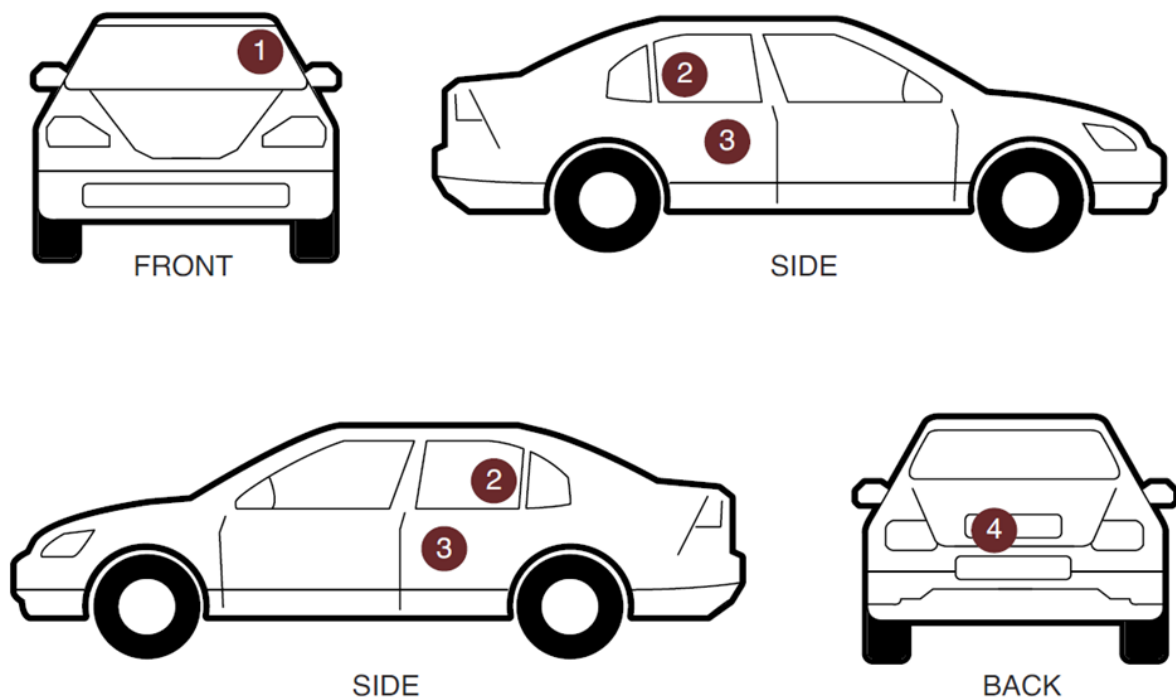
All approved signage must:

- Be clearly visible and on display at all times.

Operator Signage requirements:

- Must be the design approved by City of Wolverhampton Council, which contains the name of the operator along with a form of contact (phone number and/or app details).
- Be a sticker (magnetic signage is **not** allowed).
- Must be the operator that the driver is partnered with.
- Roof signage is prohibited.

**Diagram of Private Hire Vehicle Signage**



1. Badge and internal plate
2. Approved passenger information stickers
3. Approved operator door sticker on each side of the vehicle, fitted towards the top of the door panel.
4. Licence plate

## 2.3 Private Hire Vehicle Licence Replacements

If you have purchased a new vehicle and wish to keep the Private Hire Vehicle Licence number that you currently have, you can submit a renewal application for that licence number, with the details of the new vehicle that you wish to licence.

There will be no reduction in the cost and you cannot transfer any of the life of the previous licence to the new vehicle. However, if you have six months or more remaining on the current Private Hire Vehicle Licence, you will qualify for a free fast-track of your application and it will be processed within two working days.

Upon application, the existing Private Hire Vehicle Licence number must be submitted, so we can identify it is a replacement application. The applicant must be the same as the existing proprietor of the current vehicle licence. If you wish to transfer the vehicle to a new proprietor, see Section 3 below.

The application will be subject to the normal requirements details in Section 2.1 and the old Private Hire Vehicle Licence plate will need to be returned, before the new licence plate is issued.

### 3. Vehicle Licence Proprietor Transfers

A Wolverhampton licensed Hackney Carriage Vehicle or Private Hire Vehicle can be sold and transferred, providing the vehicle complies with the conditions of licence.

The vehicle proprietor must request to transfer within fourteen days of the sale, specifying the name and address of the person to whom the hackney carriage or private hire vehicle has been transferred.

The transfer form can be downloaded from our website

<https://www.wolverhampton.gov.uk/licences/taxi-licences/taxi-licence-faqs>

The completed form will need to be returned to us via email to

[Vehicle.lic@wolverhampton.gov.uk](mailto:Vehicle.lic@wolverhampton.gov.uk) along with

(a) Vehicle registration document (V5C) in the new proprietor's name, or the bill of sale to the new proprietor.

(b) Valid certificate of insurance or cover note showing cover for public or private hire purposes (as appropriate to the vehicle licence) in the new proprietor's name.

(c) From 1 April 2021, if the new proprietor is not a driver or operator licensed by City of Wolverhampton Council, you must also provide a Basic DBS certificate through the [UK Government website](#). If the new proprietor is a company or partnership, each director and partner must provide a basic DBS certificate. The certificate must be dated within the 12 months prior to transfer. The licence will not be transferred without a valid certificate being provided. If the DBS certificate contains information, a hearing may be required to be held to determine whether the individual is fit and proper to hold a licence, in consideration of the Council's '[Guidelines Relating to Relevance of Convictions and Breaches of Licence Conditions](#)', prior to the transfer of licence.

We will then contact the new keeper to make payment (currently £25) and receive their licence.

## 4. Wheelchair Accessible Vehicles

On 6 April 2017, section 165 and section 167 of the Equality Act 2010 came into effect.

Section 165 imposes legal duties on the driver of a designated Hackney Carriage and Private Hire Vehicle which has been hired by or for a disabled person in a wheelchair, or by another person who wishes to be accompanied by a disabled person who is in a wheelchair.

The key components of Section 165 are summarized below:

- Hackney carriage/private hire drivers will be required to carry the passenger while in the wheelchair
- Hackney carriage/private hire drivers are prohibited from charging wheelchair-users an additional fare for a journey
- Hackney carriage/private hire drivers will be required to carry the passenger's wheelchair if the wheelchair-user chooses to sit in a passenger seat during the journey
- Hackney carriage/private hire drivers will be obliged to take such steps as are necessary to ensure that the wheelchair-user is carried in safe and reasonable comfort
- Hackney carriage/private hire drivers must provide reasonable levels of mobility-assistance to the disabled passenger
- Hackney carriage/private hire drivers cannot refuse hires from wheelchair users

Mobility assistance is defined as assistance:

- To enable the passenger to get into or out of the vehicle
- Where if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair
- To load the passenger's luggage into or out of the vehicle
- If the passenger doesn't wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle

Failure to comply with the duties listed under section 165 of the Act is a criminal offence.

Section 167 of the act permits local authorities to maintain a list of designated wheelchair-accessible hackney carriage and private hire vehicles.

## 5. Driver Safety Enclosures (DSE)

No material alteration or change in the specification, design, condition or appearance of vehicles shall be made without the prior approval of Licensing Services.

Aftermarket driver safety enclosures may reduce the risk of attack from passengers. However, there are risks which arise from these products, particularly those which are not approved or correctly installed. Changing or adding to the interior of the vehicle can alter the 'type approval' of the vehicle and have consequences as to what might happen inside the vehicle in the event of a collision.

If you are a manufacturer or supplier of a product and wish for it to be considered on this approved list, please visit <https://www.wolverhampton.gov.uk/licences/taxi-licences/DSE>.

The enclosure:

- Must be professionally installed by a competent person in accordance with the manufacturer's instructions.
- Must be fitted within the vehicle accordance with regulations UN ECE R43.00 and R21.01 and Section 12 of the M1 category DVSA IVA manual.
- Must not be modified from the original manufactured design, without the manufacturer's confirmation that this will not cause any safety issues or non-compliance with the relevant UK and/or EC safety legislation.
- Must not negatively affect any safety equipment, such as airbags, or escape from the vehicle.
- Must be maintained to a high standard of cleanliness, be 100% transparent and free of marks, graffiti or stickers.
- Must permit clear conversation between the driver and passengers.
- Must be notified to the vehicle insurer as a modification to the vehicle. Proof of insurance cover including the enclosure is required at all times.

If you wish to install a driver safety enclosure:

1. Notify your insurer of your intention to install a driver safety enclosure.
2. Choose a product from the approved list available at <https://www.wolverhampton.gov.uk/licences/taxi-licences/DSE>.
3. Check that the product will meet the requirements in the section above, relevant to your vehicle.
4. Contact [vehicle.lic@wolverhampton.gov.uk](mailto:vehicle.lic@wolverhampton.gov.uk), advising which product you intend to purchase, your vehicle licence number and your availability for a vehicle inspection.
5. Once you have received confirmation from Vehicle Licensing, purchase the product and arrange for it to be professionally installed. Please note that you should arrange for installation shortly before your vehicle inspection as you are not permitted to conduct any paid-for journeys in-between installation and inspection.
6. Attend your inspection, bringing proof of updated insurance and professional

- installation.
7. The vehicle must contain the written authorisation from Licensing Services that the enclosure is permitted, as well as proof that the insurance policy covers this modification.

## 5.6. Private Hire Executive Vehicle Policy

When a vehicle is deemed as an 'executive' type, the licence holder can apply for an exemption from displaying the main licence plate externally, internal windscreen licence plate nor Private Hire Vehicle Operator signage.

Applications for exemptions from may be considered where the following requirements are met:

- Applications may only be made by a person holding a Private Hire Vehicle Operators licence issued by City of Wolverhampton Council.
- Vehicle must be a 4-door saloon.
- Vehicles must be under 6 years old when first licensed and cannot be older than the current maximum age criteria for Private Hire Vehicles.  
(There may be exceptions to age criteria due to the type of vehicle i.e. Vintage Rolls Royce, Bentley etc however a full service history would be required)
- Vehicles may be any colour.
- Deemed as luxury and the highest model specification.
- The vehicle must be in pristine condition with no visible defects, dents or blemishes to the external body work internal trim and furnishings.

The type of work undertaken in this vehicle must be of an executive nature. This means that the vehicle is used specifically to provide transport under written contract to a company or person, or by the type of client who for security reasons would not want the vehicle identifiable.

Where an application for an exemption is granted, an exemption notice will be issued. The exemption notice must always be carried in the vehicle and the external licence plate affixed to the inside of the boot lid.

Exemptions are to be renewed annually subject to the vehicle undergoing a re-inspection.

The current fee for an exemption is £75.00.

### 5.16.1 Exemption Requirements

(a) Any vehicle granted an exemption from displaying an external identification plate will be required to have the identification plate normally displayed on the rear of the vehicle affixed to the inside of the boot lid. The plate when so affixed **must** be readily visible when that boot lid is raised.

(b) In the event of loss or damage rendering such plate or notice unserviceable the proprietor shall make immediate application for a replacement for which a fee is payable.

(c) The exemption notice issued by the Council will be carried in the vehicle at all times and will be produced upon request to an authorised officer of the Council or any Police Officer.

(d) When issued with an exemption notice, the vehicle will not be required to display any other signs (including the internal licence plate, door or roof signs) which the Council may at any time require private hire vehicles to display.

(e) The proprietor will not display in, on or form the vehicle any advertisement, signage, logos or insignia advertising the operating company or the vehicle's status as a private hire vehicle.

(f) During the period of the exemption notice, the driver shall not be required to wear the private hire driver's identification badge but will have it available for immediate inspection by an authorised officer of the Council or any Police Officer on request.

(g) During the period of the exemption notice the driver of the vehicle, whilst engaged on private hire work, will be smartly dressed in either a formal chauffeur's uniform or a business suit with collar and tie.

(h) The proprietor shall, within 2 days notify the Council of any change in the use of the vehicle.

(i) The proprietor shall not use the vehicle for private hire purposes other than for executive use (i.e. not for daily private hire use or regular pick-ups from pubs and clubs).

(j) The glass of the driver and passenger's front side window and the front windscreen must be clear. However, tinted windows can be fitted to the side and rear window glass of the vehicle provided that they comply with current legislation.

(k) The exemption will cease to have effect on selling or transferring the vehicle to another party. The person to whom the exemption is granted must inform the Council of the sale/transfer of ownership within 2 days and in writing, and provide details of the new owner. The exemption notice must be returned to the Council along with the private hire vehicle identification plate unless being sold to another private hire operator licensed by the Council; in which case, only the exemption notice has to be returned.

DRAFT



## 6.7. Stretched Limousine Licensing

Stretched limousines are considered for licensing on an individual basis and on their individual merit. You are advised to contact Licensing Service prior to making an application.

DRAFT

## 7.8. Advertising Policy

Advertisements shall not be permitted without the written prior approval of Licensing Services.

Consideration of requests, including a draft of the artwork, will only be considered when the following is met.

Any advertisement must not obscure or detract from the Council's vehicle identification and public safety messages, required by the conditions of licence.

Artwork must be of a suitable standard to ensure its durability on the vehicle in constant use.

Any advertisement must not contain text or images depicting the following:

- Political, ethnic or religious messages or content which is contrary to the Council's Equal Opportunity Policy
- Sexual content
- Indecent material or content likely to offend public taste
- The promotion of the sale or consumption of tobacco products
- The promotion of the sale or consumption of alcohol
- Any words or images that may indicate the vehicle is a Hackney Carriage.
- Encouragement of anti-social behaviour
- Advertising must in no way adversely affect the safety of the public

All advertising applications will be dealt with on a case by case basis in accordance with the scheme of delegation.

## 8.9. Private Registration Numbers

In order to change the registration number associated with the vehicle licensed by the Council, you must contact [Vehicle.lic@wolverhampton.gov.uk](mailto:Vehicle.lic@wolverhampton.gov.uk)

You must supply:

- Vehicle Registration Document (V5C) showing your new registration number, DVLA Authorisation Certificate or DVLA Certificate of Entitlement (V750)
- Valid certificate of insurance or cover note showing cover for public or private hire purposes (as appropriate) for the new registration number.

You will be contacted to collect your new licence plate from our ~~Hickman Avenue~~ offices, which will be issued after the payment of £37.

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## 9.10. Approved MOT Testing Stations

All Hackney Carriage and Private Hire Vehicles licensed by City of Wolverhampton Council must undertake a MOT test by an approved testing station.

To become an approved station, your garage must meet the following criteria:

- Registered by DVSA as an approved test centre for at least 3 years
- Considered a 'green' rated garage by DVSA
- No associated links to any City of Wolverhampton Council Hackney Carriage or Private Hire licence holder.

To download an application to become an approved station:

<https://www.wolverhampton.gov.uk/licences/taxi-licences/approved-mot-testing-station>

DRAFT

<b>Report title</b>	Taxi Personal Safety Alarms	
<b>Wards affected</b>	All	
<b>Accountable director</b>	John Roseblade, Director of Resident Services	
<b>Originating service</b>	Licensing	
<b>Accountable employee</b>	Greg Bickerdike	Licensing Manager
	Tel	01902 554030
	Email	Greg.Bickerdike@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	None.	

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### Recommendation for noting:

The Regulatory Committee is asked to note:

1. The purchase of personal safety alarms for all vehicles licensed as a hackney carriage or private hire vehicle.
2. The 'Safety Tips for Taxi and Private Hire Drivers' guidance, produced to help the trade stay safe.

## **1.0 Purpose**

- 1.1 To request approval from the Committee to purchase a personal safety alarm for every licensed hackney carriage and private hire vehicle.
- 1.2 To present 'Safety Tips for Taxi and Private Hire Drivers', a guidance document produced by the Council and approved by West Midlands Police, to support the safety of the trade.

## **2.0 Background**

- 2.1 As part of the Council's ongoing commitment to the safety of its licensed hackney carriage and private hire drivers, new ways of supporting the trade against violent and abusive customers have been investigated.
- 2.2 In addition to the ongoing consultation on Driver Safety Enclosures, research into other safety products and advice has taken place.

## **3.0 Personal Safety Alarms**

- 3.1 Personal safety alarms have been identified as a cost-effective solution to support drivers against would-be attackers.
- 3.2 Licensing Services undertook a procurement exercise and following market research, obtained quotes for a specification including the following:
  - A. Sold Secure, Secured by Design (SBD), or other recognised accreditation scheme approved
  - B. A pull cord which is separate to any keyring on the device
  - C. Minimum 100dB alarm
  - D. Pocket sized
  - E. Battery included
  - F. Minimum one year warranty
- 3.3 The quote was to provide 20,000 alarms. Three responses were received, with bids ranging from £41,600 to £106,600. The winning bidder with £41,600 was JNE Security Ltd.

## **4.0 Safety Tips for Taxi and Private Hire Drivers**

- 4.1 Licensing Compliance has worked with its training partners, Worcestershire County Council, as well as West Midlands Police to create a guide for the trade on staying safe. This is included as Appendix 1. This will be sent to all licence holders and included as part of the package to new licensees.

## **5.0 Financial implications**

- 5.1 The £41,060 costs will be met from existing Licencing budgets. To provide value for money for the trade, alarms will be distributed at the vehicle's next inspection, rather than posted. Similarly, the safety guide will be sent digitally, so as not to unnecessarily spend money on printing and postage.

[SB/15022023/Q]

## **6.0 Legal implications**

- 6.1 There are no direct legal implications.

[AB/15-02-2023/10]

## **7.0 Equalities implications**

- 7.1 The equalities analysis implications are included as Appendix 1

## **8.0 All other Implications**

- 8.1 By distributing the safety guide digitally, this minimises climate change implications due to not printing and posting documents. In addition, arranging for the alarms to be collected when the vehicle is inspected on site also minimises climate change implications.

## **9.0 Schedule of background papers**

- 9.1 11 January 2023 - Driver Safety Enclosures Consultation – Regulatory Committee

## **10.0 Appendices**

- 10.1 Appendix 1 - Safety Tips for Taxi and Private Hire Drivers  
10.2 Appendix 2 – Equality Analysis

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# Safety Tips for Taxi and Private Hire Drivers



# Contents

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# Introduction

As a licensed driver you are working alone with strangers, often in isolated places and many of you carry cash. Taking people off the streets or from ranks with no knowledge of their home address or telephone number means that if they cause trouble, you are especially vulnerable.

If you work at night you are likely to have to deal with people who have drunk too much alcohol. All this means you may be at risk of violence. This guide is to help you to think of things that you can do in advance and when you are out working.

## TOP TIPS

- Always trust your instincts. Refuse a fare if you have any doubts about your safety.
- Minimise the amount of cash you carry: always use contactless payments where you can.
- Remember your training: use your verbal skills and body language to de-escalate any confrontational situations if you can. Try to stay professional and calm, don't raise your voice, keep your hands visible and open, make eye contact and maintain it.
- **Call police immediately** on **999** if you feel in imminent danger.
- Report all non-urgent incidents to police on 101



# Adjustments to your vehicle

## **CCTV**

Installing CCTV cameras has been shown to lead to reduced threats and violence against drivers. Signs in the vehicle can highlight the presence of CCTV to passengers. Cameras can be installed in Wolverhampton Licensed Vehicles subject to certain conditions please see our website [Taxi CCTV Policy](https://www.wolverhampton.gov.uk) (wolverhampton.gov.uk). They can be useful when there is a dispute with a passenger – it is not just your word against theirs.

## **Driver safety enclosures**

Wolverhampton Licensing is currently consulting on allowing of fitting of driver safety enclosures in private hire vehicles, a decision will be made in 2023.

## **Convex rear view mirrors**

Fitting an additional convex rear-view mirror that gives you a full view of the rear of your car will help you to see what a passenger directly behind you is doing.

# Vehicle condition

Although it may seem obvious, always ensure your vehicle is in good condition so it won't let you down in an emergency. This is especially important if you share a vehicle. Particularly:

- Tyres have a good tread depth, although the minimum 1.6mm, the deeper your tread, the quicker you will be able to bring your vehicle to a stop, especially in adverse weather. This could be the difference between a near-miss and a road traffic collision
- Ensure all of your lights are working. Good lighting will help you spot any dangers whilst parked or driving
- That you clear the windscreen and windows of ice before driving and make sure they don't mist up
- That all seatbelts are working. In a crash, your passengers are twice as likely to die if they don't wear a seat belt.

# Safety measures

**Check with your control room which safety measures that they have.** Most control rooms will have GPS and can track the progress of all vehicles. Some control room have a silent button which you can activate in an emergency, which flags up their vehicle on the controller's screen.

Have a **pre-arranged code word** that you can use if a passenger becomes threatening, so that you can call for help from your control room without making the passenger suspicious.

# Cash management

## Do:

- ✓ Consider using **an app** or **card machine** to take payment as this reduces the amount of cash you have in your vehicle.
- ✓ If you can, drop off cash during your shift so that you carry as little in your car as you can.
- ✓ Always keep your cash hidden from view in a secure box and try to hide the cash in several places around the vehicle until you can deposit it securely.
- ✓ Consider **requesting pre-payment** to stay in control.

## Don't:

- ✗ Never say to a customer that you have had a busy shift or that business is good. This will alert them to the fact that you may have a lot of cash in the vehicle.

If asked, you could say that you have recently started your shift.



# Things to keep in your vehicle

## Things to carry with you:

- ✓ A spare vehicle key, in case an assailant throws your keys away
- ✓ A mobile phone, with spare charging cables and a cigarette-lighter USB charger
- ✓ A torch with batteries.
- ✓ A note pad and pen to record incidents
- ✓ An emergency card with your name, date of birth, blood group, allergies and a contact number in case of emergencies
- ✓ A personal attack alarm.

## Things not to carry with you:

- ✗ **Do not** carry anything in the passenger compartment of the vehicle that could be used as a weapon, such as wheel jacks or baseball bats, not only could these be used against you by an offender but they could be illegal if the police believe you are carrying it to use as a weapon. If you must carry any tools, ensure that they are securely stored in the boot, preferably in the spare-tyre well.

# Accepting a fare

**Trust your instinct** – you have the right to refuse a passenger if you think they may present a risk. The way a person speaks or dresses might not reflect their behaviour, so always be alert.

**Control passenger access to the front of the vehicle.**

**When you are arriving to collect a fare, follow these steps:**

1. Ensure your vehicle doors are locked whilst driving around.
2. Park safely near the passenger.
3. Only open the windows enough to speak to people without them being able to reach in.
4. Identify the passenger's destination (if you are a private hire driver, confirm that this is the correctly booked passenger).
5. Unlock your doors if you are ready to accept a fare.

Working at night carries most risks of violence, especially as many passengers will have been drinking. **Make sure you are not tired** – you need to be alert at all times.



# Communication

- Communication with the passenger is important. Be polite and pleasant.
- Make eye contact with the passenger when they get in the car. This helps to establish a relationship with the passenger. It also gives them the message that you could identify them.

## Fare disputes

- When you're travelling into rural areas, agreeing the fare before you set off can reduce the risks of violence over a fare dispute later, when you may be in an isolated place.
- Be ready to explain the fare structure to a passenger. Many violent incidents arise from fare disputes.
- Explain the route you plan to take if you are going a long way around (for example in order to avoid road works)

so as to prevent a dispute over the fare. If there are multiple routes available, confirm which the passenger would prefer. If you need to change route on the way, advise the customer of the situation and confirm this is acceptable.

Do not attempt to run after a passenger who owes you their fare. **Your safety is more important than the money.**

# If a problem arises

## Respond calmly

- Try to stay calm. Take slow, deep breaths – this may help to lessen your anxiety.
- Be aware of your own actions and how they may be seen. Non-confrontational verbal and body language may be enough to diffuse a situation.
- Try to stay professional and calm, don't raise your voice, keep your hands visible and open, make eye contact and maintain it.

## Make yourself safe

- **If you are in danger, attempt to park and use your horn and lights to attract attention.**
- If you can, drive to a brightly lit, busy place. These are often covered by CCTV.
- If you have a purpose-built taxi with a screen you are likely to be safer staying in your cab than getting out. However, never risk your safety to protect your vehicle.

You must never lock your passengers in the vehicle. You may be arrested and charged with false imprisonment if you do this.

### Let someone know

- Contact your control room or call 999 to get help.
- Make use of any safety measures set in place – activate the silent button to notify the control room if your vehicle has one or use the pre-arranged code word when speaking to the control room.

### After an incident

- Gather as much information about the person as you can (e.g. their clothes, accent). After an incident and write it down where you can.

Remember its important to report any incidents to the police even if they can't do anything there and then it will be recorded and allow the police to identify the problem and allocate resources in the future.

*Stay safe!*



CITY OF  
WOLVERHAMPTON  
COUNCIL

**Equality Analysis**

<p><b>Directorate:</b> City Environment and Climate Change</p> <p><b>Service Area:</b> Licensing Services</p>	<p><b>Lead Officer:</b> Greg Bickerdike</p> <p><b>Date completed:</b> 3 February 2023</p>
<p><b>Service / Function / Policy / Procedure to be assessed:</b> Taxi Personal Safety Alarms</p>	
<p><b>Is this:</b></p> <p>New / Proposed <input checked="" type="checkbox"/></p> <p>Existing/Review <input type="checkbox"/></p> <p>Changing <input type="checkbox"/></p> <p>(Please tick appropriate box)</p>	<p><b>Review date:</b> 03/02/2024</p>

**Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.**

**What are the aims and objectives/purpose of this service, function, policy or procedure?**

To reduce violence against licensed taxi drivers and improve their perception of personal safety.

**Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?**

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment	X	
Advancing equality of opportunity		
Fostering good community relations		

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**If not relevant to any of the three equality duties and this is agreed by your Head of Service, the Equality Analysis is now complete - please send a copy to the Equality & Diversity Team. If any of the three equality duties are relevant, a Full Equality Analysis will need to be undertaken (PART B below).**

**PART B: Full Equality Analysis.**

**Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)**

<b>What outcomes are sought and for whom?</b>	<b>To reduce violence against licensed taxi drivers and improve their perception of personal safety.</b>
<b>Are there any associated policies, functions, services or procedures?</b>	<b>Driver Safety Enclosures Taxi CCTV Policy</b>
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	<b>JNE Security Ltd.</b>

**Step 2 – What does the information you have collected, or that you have available, tell you?**

**What evidence/data already exists about the service and its users?** (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender re-assignment, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

Nationally, the majority of drivers were male (97%) in 2022. The average age of a driver is 48 years old, with 17% of drivers being aged under 40. The two main ethnic groups of drivers were White and Asian or Asian British in 2022, making up 41% and 42% of drivers respectively. This compares to 63% and 29% respectively in 2010. There was an increase in the proportion of non-UK nationals working as drivers in England, rising from 13% in 2010 to 23% in 2022. Therefore, these groups are more likely to be victims of violent crime from passengers.

**Has there been any consultation with, or input from, customers / service users or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you haven’t consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

None.

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

Anecdotal evidence at the trade working group indicates that assaults on drivers are increasing. A licensed driver was killed whilst working in October 2022.

**Step 3 – Identifying the negative impact.**

**a. Is there any negative impact on individuals or groups in the community?**

**Barriers:**

What are the potential or known barriers/impacts for the different ‘equality strands’ set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone’s needs? How do you know?



		<p>* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.</p> <p><b>Solutions:</b></p> <p>What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:</p> <ul style="list-style-type: none"> <li>• Other arrangements that can be made to ensure people’s diverse needs are met;</li> <li>• How your actions might help to promote good relations between communities;</li> <li>• How you might prevent any unintentional future discrimination.</li> </ul>	
Equality Themes	Positive Impacts	Negative Impacts identified	Solutions (ways in which you could mitigate the negative impact)
<b>Age</b> (including children, young people and older people)		Personal safety alarms utilise loud noises. If they are nearby, they might be upset.	The specification included that the alarm activation cord must be separate to the key ring, to reduce the risk of accidental activation.
<b>Disability</b> (including carers)		Personal safety alarms utilise loud noises. Those who are hard of hearing might not be affected by them.	No solution identified.
<b>Gender</b> (men and women)	Nationally, the majority of drivers were male (97%) in 2022. As such, additional protection will disproportionately benefit this group.  Increased protection from passengers might also		

	encourage greater representation from females as drivers.		
<b>Race</b> (including Gypsies & Travelers and Asylum Seekers)	Asian or Asian British drivers make up 42%, compared to 6.9% of the population. Asian drivers are disproportionately represented in the trade and as such, additional protection will benefit these group, particularly from violence motivated by race.		
<b>Religion or belief</b> (including people of no religion or belief)			
<b>Gender Re-assignment</b> (those that are going or have gone through a transition: male to female or female to male)			
<b>Pregnancy and Maternity</b>			
<b>Sexual orientation</b> (including gay, lesbian, bisexual and heterosexual)			
<b>Marriage and Civil Partnership</b>			
<b>Human Rights</b>	This measure supports Article 2 of the Human Rights Act.		

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**Step 4 – Changes or mitigating actions proposed or adopted**

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure?  
 What changes or mitigating actions are proposed?

Specification included separate keyring to activation cord.

**Step 5 – Monitoring**

How are you going to monitor the existing service, function, policy or procedure?

Trade working groups.

**Part C - Action Plan**

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale

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**Equality Analysis approved by:**

Head of Service: Chris Howell	Date: 6 February 2023
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**Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team:**



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