



## Fit & Proper test



**“Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?”**

**Guidance states:** “If, on the balance of probabilities, the answer to the question is ‘no’, the individual should not hold a licence.”

## Disclosure and Barring Service (DBS)

- Mandatory Enhanced Criminal Records checks
- Subscription to the DBS Update Service for all drivers and operators
- Refusals and revocations on safeguarding concerns to be reported to DBS by councils

## Information sharing

- Police: action taken by councils on police information should be fed-back to the police
- Applicants & licensees need to disclose if they hold or have done a licence with another authority and the outcome of that licence.

**“...NR3 should be used by licensing authorities to share information...”**

## Complaints



*“All licensing authorities should have a robust system for recording complaints, including analysing trends across all licensees as well as complaints against individual licensees.”*

**Guidance states:** “Licensees with a high number of complaints made against them should be contacted by the licensing authority...”

## “Certificate of Good Character”



Living or working abroad for more than 3 continuous months may require a Certificate of Good Character to be submitted with an application.

## Criminal convictions & checks

Mandatory criminal records checks for:

- Private Hire operators: Basic check
- Booking and dispatch staff: Basic check
- Vehicle proprietors: Enhanced check



## Mandatory operator records:

- the name of the passenger;
- the time of the request;
- the pick-up point;
- the destination;
- the name of the driver;
- the driver’s licence number;
- the vehicle registration number of the vehicle;
- the name of any individual that responded to the booking request;
- the name of any individual that dispatched the vehicle.

**Joint authorisation of enforcement officers** - Officers from other licensing authorities can be given powers to undertake inspections and enforcement action against you and your licence.

Mandatory language proficiency tests for applicants and licence holders (on review).

## Be aware! Not just for new applicants...



The newly published guidance is not just for new applicants. It will also affect existing licence holders.

The guidance states:

**“Any changes in licensing requirements should be followed by a review of the licences already issued. If the need to change licensing requirements has been identified, this same need is applicable to those already in possession of a licence.”**