

Many thanks for your interest in completing our Taxi licensing policies and systems survey.

Once you have completed the survey, please return it to our Customer Service Centre in person or via post at the following address:

Communications Team, Customer Service Centre, Mandela House, 4 Regent Street, Cambridge, CB2 1BY.

The survey closes on Sunday 2 August 2026. Any responses received after this date will not be considered.

For any further assistance, email us at communications@cambridge.gov.uk.

You can also call our Customer Service Centre and ask for the Communications Team on 01223457000 (open Monday to Friday, 9am to 5.15pm).

Background information

Cambridge City Council is consulting on updates to areas of the Taxi and Private Hire licensing framework. The proposed changes include the introduction of a new Convictions Policy, a revised Enforcement Management System (EMS), and updates to the existing Hackney Carriage and Private Hire Licensing Policy.

The Convictions Policy

The new Convictions Policy has been introduced to guide decisions on whether an individual is a “fit and proper person” to hold a taxi or private hire driver licence, operator licence, or vehicle licence.

While the Hackney Carriage and Private Hire Licensing Policy states that consideration should be given to an applicant’s history of convictions and cautions, it does not provide the same level of detail as the convictions policies adopted by neighbouring authorities within Cambridgeshire.

The Convictions Policy is based on the Department for Transport’s *Statutory Taxi and Private Hire Vehicle Standards* and will be incorporated into Appendix S of the Hackney Carriage and Private Hire Taxi Handbook.

The Enforcement Management System

The Enforcement Management System contained within the Hackney Carriage and Private Hire Taxi Handbook has been reviewed with input from enforcement officers and the necessary amendments have been proposed.

The previous three levels of enforcement have been expanded to five levels to reflect recent policy changes, including the introduction of CCTV, daily vehicle checks, and the wider use of reminders or warnings for low level offences.

The revised five level structure provides enforcement officers with greater flexibility, ensuring that only the most serious cases are referred to the Sub-Committee. Enforcement actions have also been clarified, and the introduction of the Convictions Policy has been appropriately incorporated.

Changes to the Hackney Carriage and Private Hire Licensing Policy

The proposed policy changes could have an impact on the trade and members of the public. Therefore, we are hosting a consultation before decision is made on changes.

The proposed changes focus on the following:

- To extend the maximum duration of newly granted driver licences to 36 months (three years), replacing the current limit of 12 months (one year).
- Drivers are required to complete safeguarding training and obtain certificate as part of every renewal application. Vehicle proprietors and operators must complete the training every three

years as part of their non-driver proprietor registration. Certificates must be dated within 3 months of renewal or new licence start date.

- Hackney Carriage vehicles that currently benefit from 'grandfather rights' to use non-wheelchair accessible vehicles (plates 1–121) will retain this provision, and upon surrender or revocation of the licence, the plate may continue to be assigned as a non-wheelchair accessible vehicle.
- Proprietors wishing to licence an imported Ultra-low emissions vehicle (ULEV) must provide official evidence of the vehicle's CO₂ emissions. Some imported ULEVs may be recorded on GOV.UK as having emissions of 0 g/km, which may be inaccurate. If the Council cannot verify the vehicle's CO₂ emissions, or satisfactory evidence is not provided, the vehicle will not be licensed, as the Council cannot determine whether it meets the required threshold of 75 g/km CO₂ or below.

Require applicants who have lived or resided outside the UK for a period of three months or more within the five years prior to their application or renewal to provide a certificate of good conduct from the relevant embassy or consulate covering that period. Where such a certificate cannot be obtained, the applicant or licence holder must submit a sworn declaration and a character reference, along with evidence demonstrating that reasonable attempts were made to obtain the certificate.

Next steps

Following the consultation, a final report will be presented to members at General Purposes and Licensing Committee on Monday 7 September 2026. Final reports will be published prior to meeting.

Personal data

We will submit your input to Cambridge City Council's online participation platform. If you want to receive updates relevant to your input by email, please fill out the following fields on this page and we will create an account for you. Your data will not be public and will only be used by Cambridge City Council. If you do not agree for us to use your personal data in this way, you can leave them empty.

First name(s) (optional)

Last name (optional)

Email address (optional)

By checking this box I consent to my data being used to create an account on Cambridge City Council's participation platform.

Convictions Policy

- [Proposed Convictions policy](#).

If you agree or disagree with specific sections of the attached Proposed Convictions policy, please specify.

1. Do you agree with the introduction of a standalone Convictions Policy?

**Only choose one option.*

- Yes
- No
- Not sure

2. Please explain your answer.

3. Do you agree with the proposed Convictions policy?

**Only choose one option.*

- Yes
- No
- Not sure

4. Please explain your answer.

Enforcement Management System

- [Proposed Enforcement Management System](#)

If you agree or disagree with specific sections of the attached Proposed Enforcement Management System, please specify.

5. Do you agree with the proposed Enforcement Management System?

**Only choose one option.*

- Yes
- No
- Not sure

6. Please explain your answer.

7. Do you agree with extending the maximum duration of newly granted driver licences from 12 months (1 year) to 36 months (three years)?

**Only choose one option.*

- Yes
- No
- Not sure

8. Do you agree that drivers should complete safeguarding training as part of every licence renewal application?

**Only choose one option.*

- Yes
- No
- Not sure

9. Please explain your answer.

10. Do you agree that safeguarding certificates must be dated within 3 months of the application or renewal?

**Only choose one option.*

- Yes
- No
- Not sure

11. Please explain your answer.

12. Do you agree that vehicle proprietors and operators who are not drivers, should complete safeguarding training every three years?

**Only choose one option.*

- Yes
- No
- Not sure

13. Please explain your answer.

14. Hackney Carriage licence plates 1–121 currently have an exemption that allows them to use non-wheelchair accessible vehicles. Should this exemption continue, and should a plate that is surrendered or revoked continue to be assigned for use with a non-wheelchair accessible vehicle?

**Only choose one option.*

- Yes
- No
- Not sure

15. Please explain your answer.

16. Do you agree that proprietors wishing to licence an imported Ultra-Low Emission Vehicle (ULEV) should be required to provide official evidence of the vehicle's CO₂ emissions?

**Only choose one option.*

- Yes
- No
- Not sure

17. Please explain your answer.

18. Do you agree that imported ULEVs should not be licensed where the Council cannot verify the vehicle's CO₂ emissions, or where satisfactory evidence is not provided to demonstrate emissions of 75 g/km CO₂ or below?

**Only choose one option.*

- Yes
- No
- Not sure

19. Please explain your answer.

20. Do you agree that applicants who have lived outside the UK for three months or more within the five years prior to an application or renewal should be required to provide a certificate of good conduct covering that period?

**Only choose one option.*

- Yes
- No
- Not sure

21. Please explain your answer.

22. Do you agree that where a certificate of good conduct cannot be obtained, applicants should be required to provide a sworn declaration, a character reference, and evidence that reasonable attempts were made to obtain the certificate?

**Only choose one option.*

- Yes
- No
- Not sure

23. Please explain your answer.
