



Lichfield  
District Council

# Taxi and Private Hire

Spring 2025



## **Welcome** to our taxi and private hire newsletter.

Please take time to read through this newsletter which includes the key changes being made in the new taxi and private hire policy which comes into force on **1 April 2025**.

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# The new taxi and private hire policy

The updated taxi and private hire policy will come into force on **1 April 2025**.

The policy is the result of feedback from drivers, residents, councillors and other groups as well as taking into account the latest best practice guidance. We want to

make sure that we have a thriving taxi trade that offers a safe, accessible and affordable service to residents and visitors in our District.



We are summarising some of the key changes here for you but it's very important that all licence holders are familiar with the policy. You can download a copy here [www.lichfielddc.gov.uk/taxi-private-hire-licences/taxi-private-hire-licences-1/5](http://www.lichfielddc.gov.uk/taxi-private-hire-licences/taxi-private-hire-licences-1/5)

## Application process



From 1 April you will notice some changes in the application process as we move to simplify and speed up the process for applicants.

Before you apply for or renew a licence you will be required to have the following in place or completed:

- Driver assessment (new drivers only)
- Medical Certificate dated within **28 days** of your application
- Safeguarding training dated within **2 months** of your application
- Disability awareness training (New drivers will need to complete before applying, existing drivers will need to complete once at your next renewal or before 30 September, whichever is earlier.)
- DBS certificate and evidence of being signed up to the update service
- DVLA check code
- HMRC tax check code
- Evidence of your right to work in the UK.



## Taxi safeguarding course

### *Summary*

From 1 April, the safeguarding training will be delivered by [Blue Lamp Trust](#) - an organisation providing a range of specialist services for taxi and private hire drivers.

### *Course content*

The course will help you recognise potential suspicious activity and know how and to whom you report your concerns.

Blue Lamp courses are tailored to the industry so are more relevant to you and recognise the unique opportunity to have to spot the signs and abuse and help protect vulnerable children and adults.

### *Location*

The course is offered online as a virtual classroom meaning you can book a time and date to suit you and attend from home.

### *How to book*

As currently, you will need to do safeguarding training every **3 years** but going forward you will complete the course as part of your renewal application.

You will receive an email three months before your renewal date advising you to complete the safeguarding training (along with other things) in preparation for your renewal.

You then have three months to complete the course and submit your certificate of completion with your renewal application. The course will cost £35. **You will not be able to renew your badge until you have completed the training.**

If you have completed the level 1 safeguarding course elsewhere (for example through Staffordshire County Council) you can use this certificate when you renew as long as it is less than 3 months old at the time of renewal.

**You can book your training session [here](#)**

## Age of vehicles



Following on from feedback from licence holders and in recognition that vehicles can be maintained to a high standard for longer periods of time, the new policy will amend the age requirements for vehicles.

We strongly advise you to contact us **before** you purchase a vehicle you would like to be licensed. We can make sure the vehicle is in line with our policy and is something we would be able to licence.

Vehicle type	New policy – vehicle ages
Petrol and diesel vehicles	Less than <b>8 years old</b> at date of first registration Less than <b>10 years old</b> at renewal date
New hybrid and EV vehicles	Less than <b>10 years old</b> at date of first registration In perpetuity for renewals providing it passes compliance inspections
New wheelchair accessible vehicles	Less than <b>10 years old</b> at date of first registration Less than <b>12 years old</b> at renewal date (if not electric or hybrid)

## Enforcement plans

From 1 April 2025 the current penalty points system will be replaced with a tariff of suspensions for a range of contraventions of the conditions.

The aim is to simplify the current system, help to protect the public and demonstrate the high standards members of the public can expect from the taxi trade licensed by Lichfield District Council.

Full details of the enforcement penalties can be found in Appendix 11 of the [taxi policy](#).

## Disability training



### ***Duty to assist disabled passengers***

Drivers and operators of taxis and private hire vehicles have a duty to assist disabled passengers under the Equality Act 2010. Disabled passengers often rely on taxis and PHV for access to leisure services and work.

Failure to comply with the duty could result in a fine of up to £1,000 and you may be suspended, or even lose your licence.

To make sure that everyone is fully aware of their responsibilities and that we are offering the best possible service in Lichfield District, the new policy includes requirement for all licence holders to complete Disability Awareness training.

### ***The course***

The course is provided by Blue Lamp Trust. By the end of the course you will:

- Understand what is meant by the term disability
- Understand the law and legal requirements around disability including duty of care and best practice
- Understand how to load and secure passengers and wheelchairs
- Understand the regulations about assistance dogs

You will only complete the course once however long you keep your badge, unless there are significant changes in the law or best practice.

For new drivers the course will be done at the time of applying.

For existing drivers, you will have until 30 September 2025 to complete this training. A reminder will be sent out in July to anyone who has not completed it by then. You can book directly with Blue Lamp. The course is online with flexible times and dates. The course costs £40.

***You can book your training session [here](#)***

## Vehicle signage and markings

### ***No more door stickers!***

As part of the new policy, we will remove the requirement for door stickers on all vehicles. Instead, we will provide you with signs for both rear passenger windows. These signs will show the vehicle licence number and our logo so that people approaching the vehicle from the side will easily be able to identify your vehicle as a licensed taxi or private hire vehicle.

On the inside of the window signs will be details of how passengers can record a compliment or complaint.

Vehicle signs will be replaced at your next application or if you require a replacement before then you can purchase them by contacting the licensing team.

### ***Vehicle licence plates***

We are also redesigning the vehicle plates so that Lichfield District Council licensed vehicle are distinctive and clearer for passengers and other road users.

### ***Dash badges***

As part of the new policy the current dashboard badges will be replaced with a double-sided badge to be secured in the front windscreen. On the outward facing badge there will be the vehicle number and our logo and the information currently on the dash badge (i.e. details of the driver) will be facing inwards so it is easily read by your passengers.

## Out of town drivers

Currently there is no legislation which prevents drivers licensed from another Council area working in Lichfield District. This is despite there being different rules and conditions required to get a licence.

To attempt to raise awareness amongst residents and visitors, from 1 April, our operators will be required to inform customers when their journey has been allocated to a driver and/or vehicle licensed to another authority.

We will monitor operator records to keep track of the number of out of area drivers/vehicles being used to fulfil local journeys.

Operators should make sure they are familiar with the new requirement in [Appendix 10 -the Private Hire Operators Conditions](#) in the new policy, before 1 April.

## Pedestrianisation and taxi ranks

You may have noticed that the bollards on Bore Street are now operational. For the first two week introductory period there will be a member of staff at the entry point assisting users with entry and the bollards will be working between 9am and 9pm.



The full 'go live' date is planned for **24 March**, after which time the bollards will be operational all day and night. This date may be subject to change and we will let you know.

A matrix sign is in place and will remain there for three months directing

people to the taxi ranks at Tamworth Street and the Friary. Marshalls will be present for the first weekend after the bollards are fully operational.

If you have a disabled passenger and need to access through the bollards, you should use the

intercom system and provide the details on the Blue Badge (name and blue badge number).

### ***Taxi rank signage***

Representatives from Lichfield District Council are working hard with Staffordshire County Council to get the permanent signs installed at the taxi ranks on the Friary and Tamworth Street. Again, we will keep you updated.

## Government Plug-in Taxi Grant to continue

The government has announced that it will continue the Plug-In Taxi Grant for another year until March 2026.

Under the scheme, drivers can apply for a £4,000 grant towards the purchase of a **new zero emission purpose built taxi**.

In addition, a grant of up to £50,000 is available to purchase a new zero emission vehicle which can be adapted to carry wheelchairs. Details of which vehicles can be purchased as part of this scheme can be found <https://www.gov.uk/government/news/120-million-to-roll-out-more-electric-vans-taxis-and-motorbikes>, along

with full details of eligibility and how to apply. **This scheme is being run by the central government and not Lichfield District Council so you will need to visit the gov.uk site above for more details and to apply.**



## **Keep us informed!**

### ***Change of details***

Don't forget you need to let us know if you change any of the your contact details you within 5 working days. This includes your home or business address, your phone number and email address. You can let us know by emailing [taxilicensing@lichfielddc.gov.uk](mailto:taxilicensing@lichfielddc.gov.uk)

### ***Holidays and other absences***

You must also let us know in advance if you are going away for more than 28 days.

### ***Accident reporting***

You must let us know if you are involved in a road traffic accident within 72 hours of the accident happening.

### ***Loss of badge***

If you lose your badge of licence you must let us know as soon as you realise it is missing and we will produce a replacement for you. There is a charge for the replacement.

#### ***Contact details:***

Licensing team, Lichfield District Council. Frog Lane, Lichfield, WS13 6YU

Email: [taxilicensing@lichfielddc.gov.uk](mailto:taxilicensing@lichfielddc.gov.uk) | Telephone: 01543 308000

You can also find answers to many of your queries on our website [Taxi and private hire licences](#)