

For South Staffordshire Applicants these will take effect from 1 November 2024 as apposed to 1 August 2024 for Wolverhampton Applicants.

Private Hire Drivers

- Will the changes affect existing private hire drivers?
 - You are bound by your current conditions of licence, until your next renewal, except the following which are no longer being enforced: Condition 1.3 – The holder of this licence must notify Licensing Services via the My Licence Portal not less than 12 hours prior to commencing work with a new operator.
Condition 1.4 – The holder of this licence may not change their operator more than once within a 48-hour period.
Condition 1.7 – The holder of this licence can only receive bookings from the operator notified to the Council for whom he is currently working.
- Are drivers allowed to work for more than one operator – please can you explain how we do this in more detail?
 - Yes, you may register with any operators licensed by City of Wolverhampton Council if you hold a City of Wolverhampton Council driver licence. You can find a list of these here:
<https://app.powerbi.com/view?r=eyJrljoiZTIiY2Y1MDQzMjFkYi00NjY0LlRlZGZmYtNjU1MGJlM2I0MDc0IiwidCI6IjA3ZWJjNmMzLTcwNzQtNDM4Ny1hNjI1LWl5ZDkxOGJhNGE5NyIsImMiOiJh9>
 - For South Staffordshire licensed drivers you can find a list here:
<https://app.powerbi.com/view?r=eyJrljoiODUzN2Q4MDQ0NDg3Yy00Mzk4LWl5MzUtNDAzYmRiOTUwYTRlIiwidCI6IjA3ZWJjNmMzLTcwNzQtNDM4Ny1hNjI1LWl5ZDkxOGJhNGE5NyIsImMiOiJh9>
 - You don't need to notify Licensing Services when you join or change operator, unless you own a wheelchair accessible vehicle, as we need the primary operator for listing here:
<https://www.wolverhampton.gov.uk/licences/taxi-licences/wheelchair-accessible-vehicles/city-wolverhampton-council-registered-vehicles>
 - South Staffordshire listing here:
<https://www.wolverhampton.gov.uk/licences/taxi-licences/wheelchair-accessible-vehicles/south-staffordshire-district-council-registered-vehicles>

- You may partner with as many operators as you like, provided you are not restricted by an exclusivity clause in your contract with an operator.
 - The Council will not be checking contracts between drivers and operators, nor enforcing their terms. This is a matter for you to deal with yourselves.
- What is an exclusive relationship with operator?
 - This will be a clause in any contract with your operator.
- If we already have door signage, must it be removed or can we keep it on as it is a lot of hassle as it leaves marks on the car?
 - Yes, it must be removed as the approval for this signage will be withdrawn on 1 August 2024 and retaining the door signage will be a breach of licence conditions.
- Can we work with any operator in the country, or do they need to hold a City of Wolverhampton Council Private Hire Vehicle Operator Licence?
 - They must have a Wolverhampton Council Private Hire Vehicle Operator Licence.
 - For South Staffordshire drivers they must have a South Staffordshire Private Hire Vehicle Operator Licence.
- Can I register with multiple operators from 1 August 2024, or must I wait until my licence is renewed?
 - You can register with multiple operators and accept bookings from them with immediate effect.
- If I want to work with multiple operators do I need permanent stickers for each operator individually or can I use magnetic?
 - You can only display signage if you are in an exclusive relationship with one operator.
 - Drivers who partner with multiple operators are prohibited from displaying signage.
 - If the driver leaves the operator, the signage must be removed.
 - If the driver partners with another operator (e.g. with the permission of the operator they were previously in an exclusive relationship with), the signage must be removed.
- If I work for three operators and accept rides for three different operators, how will I notify Licensing Services?
 - You don't need to notify Licensing Services of joining an operator or undertaking a booking. You should not accept bookings if they clash, to ensure that you deliver timely customer service.
- Where do I post my next DBS certificate?
 - DBS certificates must not be posted to any other address than the below or they may be shredded. DBS certificates must be posted to:
 Driver Licensing
 City of Wolverhampton Council
 Chapel Street
 Bilston
 WV14 0PH

- Will my DBS Certificate be returned to me?
 - Yes, provided it is sent to the above address. It will be sent standard delivery to the address the certificate was originally sent to.
- Do I need to send my DBS Certificate/Update Service reference number via an email after I post my DBS certificate?
 - No, your case officer will check your Update Service subscription when the certificate arrives.
- How quickly will my DBS Certificate be considered?
 - The Council's service level agreement for all written communication is 10 working days.
- As a citizen of another country do I need to provide a certificate of good conduct from authorities of that country?
 - Yes.
- Where can I get a certificate of good conduct/character and who would have to provide this if needed?
 - Please visit: <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
- Please can you explain this in more detail as I am a British Citizen but came to this country as a spouse before that I was a resident of another country so does that mean I have to provide a character reference for when I was living abroad?
 - Yes.
- While I apply for my renewal, I need to provide a Certificate of Good Character that is impossible to obtain one from Hong Kong Police force as they only provide it for migration purposes. What would I need to do?
 - Licensing Services can provide you with a letter to the Hong Kong Economic and Trade office if you provide a HKID number.
- Do I still need to display my internal driver badge in the top left corner of the windscreen?
 - Yes, you should use the clear adhesive driver badge holder supplied with the vehicle licence or available for £1 from reception.
- Where can I learn more about conducting a vehicle safety check?
 - Please visit <https://www.think.gov.uk/wp-content/uploads/2017/03/Vehicle-Safety-Checks-Leaflet.pdf> or see this page, including the videos at the bottom: <https://www.think.gov.uk/campaign/vehicle-safety-checks/>
- If my vehicle has faults, what should I do?
 - Arrange for the vehicle to be repaired, then complete another check without the fault checked here: <https://taxiwalkaround.wolverhampton.gov.uk/> before working.
- Is the vehicle walkaround check required after my next licence renewal or required from 1 August 2024?
 - It is required of private hire driver licences granted or renewed from 1 August 2024. If you are an existing driver, it will apply when you next renew your licence.
- Is it voluntary or mandatory to fill the taxi walkaround form?
 - For private hire driver licences and hackney carriage licences granted or renewed from 1 August 2024, it is mandatory.

- If drivers start their shift at 4am, should they sound their horn in the vehicle walkaround check, as this is contrary to the highway code?
 - Vehicles checks for other vehicle types e.g. HGVs permit the use of the horn at this time – please contact us if you have any issues on this matter.
- Do we need to inspect the vehicle every day before work and record this using the form from the website link you provided? So, if someone works 5 days a week, they should have 5 records of the form from the website?
 - Yes it needs to be recorded before you use the vehicle for the day and in the example, you would have five records. However you may keep your own equivalent record if you don't want to use the council's form. The council's form is to make it easier for you.
- Are private hire drivers now allowed to pick up passengers without pre-booking?
 - No, all private hire journeys must be pre-booked through an operator.
- Can we send a copy of DBS rather than the original as they may get lost in the post?
 - No.
- I did not receive a DBS certificate because I am subscribed to the Update Service. What should I do?
 - The DBS Update Service still requires you to keep the original certificate. The online service cannot be accepted on its own, as it does not include the information on the certificate, just whether it is still valid.
 - If you have lost the DBS certificate, you must apply for a new one.
- I am a refugee/asylum seeker, do I have to provide a certificate of good conduct?
 - We will deal applications from refugees on a case-by-case basis. Please contact your case officer.
- Are there any changes for passengers aged under three?
 - Drivers must continue to count under-3s towards their vehicle capacity. Each human head in the vehicle counts as a passenger.
- Are all the changes the same for South Staffordshire Council licence holders?
 - Yes, South Staffordshire Council's committee approved these changes on 24 October 2024 to commence from 1 November 2024.

Hackney Carriage Drivers

- Are there any changes to the driver's byelaws?
 - Not yet, these will be updated in the coming months.

Hackney Carriages

- What are the changes to hackney carriage licences issued or renewed from 1 August 2024?
 - You must notify the Licensing Services within 48 hours of:
 - any change of your name, address, phone number and/or email address during the period of the licence
 - being released after any arrest
 - being charged with any offence
 - being convicted of any offence
 - being cautioned for any offence
 - being issued with a Fixed Penalty Notice
 - being interviewed by the Police, including a voluntary interview
 - receiving a notice of intended prosecution
 - the vehicle being seized by Police
 - If you are a company or partnership, in addition to the above:
 - details of any changes in directors or partners
 - any intention to dissolve
 - when a new director or partner joins, the new director or partner must provide a basic DBS certificate dated within the last three months to Licensing Services.
 - You must ensure that Licensing Services is provided contact details, with which wheelchair users may book the vehicle, for display on the public [register](#).
 - You must ensure that anyone driving the vehicle is properly trained in advance on the safe embarkation, transport and disembarkation of wheelchair users, as well as supporting customers to use card readers or count their change.
 - You must ensure that any drivers who use the vehicle undertake a walkaround check before driving the vehicle each day. This may be recorded on taxiwalkaround.wolverhampton.gov.uk or alternatively you can produce a copy or similar version of the government's checklist, available here:
<https://assets.publishing.service.gov.uk/media/654b99c9e2e16a001242abcb/taxi-driver-vehicle-checklist.pdf>

Private Hire Vehicles

- Do drivers have to keep the licence plate on?
 - The Council-issued licence plate must be displayed at all times.
- What is the rear operator signage?
 - The rear operator signage will be approved by Licensing Services and may only be displayed on vehicles where all those driving it have an exclusive relationship with the operator.
 - The Council will not be examining these contracts and this is a matter for the driver and operator to deal with.
 - The signage may be displayed on the rear bodywork or the rear window, but must not obstruct the driver's rearview, nor can it obstruct the vehicle registration mark nor licence plate. The sign must be on the vehicle rather than inside it (i.e. not displayed inside the rear windscreen facing out).

- If I am a company which provides a basic DBS certificate each year, do I need to present my original DBS certificate for my next vehicle licence application?
 - No, you only need to present the original of the next DBS Certificate you receive from the DBS. You will only need to present this basic certificate once and not for every vehicle licence application. When you receive a new basic DBS certificate the next year, you will also be required to provide that.
- Does the new vehicle [walkaround check](#) form have to be completed every day that the driver is working?
 - Yes and if the vehicle is used by a different driver on the same day, the next driver will need to undertake the checks too.
- If I keep my own walkaround check records, how long do I need to keep them for?
 - In line with heavy goods vehicle (HGV) and public service vehicle (PSV) licensing, these records must be kept for 15 months.
- Will images be required for the walkaround checks?
 - No. The daily checks should they be done via the link you sent or can you use your own template.
- Where do I post my next DBS certificate?
 - DBS certificates must not be posted to any other address than the below or they may be shredded. DBS certificates must be posted to:
 - Vehicle Licensing
 - City of Wolverhampton Council
 - Chapel Street
 - Bilston
 - WV14 0PH
- Will my DBS Certificate be returned to me?
 - Yes, provided it is sent to the above address. It will be sent standard delivery to the address the certificate was originally sent to. The Council will not store your DBS certificate for you.
- How frequently will ultra-low emission vehicles (ULEV) require an MOT?
 - ULEV Private Hire Vehicles require annual MOT testing up to 10 years of age and six-monthly MOT testing from 10 years.
- Has the age limit been removed for licensed vehicles?
 - No, the age limit has only been removed for vehicles with emissions of less than 75g of carbon dioxide (CO₂) per kilometre (km) – this is zero emission and ultra-low emission vehicles (typically vehicles you would consider ‘electric’).
- How do I know if a vehicle is ultra-low emission?
 - You can check the vehicle’s registration at <https://vehicleenquiry.service.gov.uk/>. If the CO₂ emissions are listed as less than 75g/km (i.e. 0g – 74g), it is an ultra-low emission vehicle.
 - The exception to this is imported vehicles which show the value of 0g but show a fuel type other than ‘ELECTRICITY’ or ‘FUEL CELL ELECTRIC’. These vehicles are not ultra-low emission and will only be licensed until they are 12 years old.

- My imported vehicle's V5 certificate shows that it emits 0g of carbon dioxide (CO₂) per kilometre (km) but I know it is not an ultra-low emission vehicle. Is it exempt from the age limit?
 - No the age limit of 12 years still applies in this case, because the vehicle is not actually ultra-low emission, as the V5 is not correctly recording the emissions.
- My currently licenced vehicle is not ULEV - can I continue renewing my licence up until the car turns 12?
 - Yes, the last six months licence will be issued when it is 11 1/2 years old.
- Can I purchase a 14 year old ULEV and apply for a new vehicle licence with it?
 - Yes.
- Can the MOT certificate be from a garage not on the Council's approved list?
 - The approved stations list no longer exists. The MOT certificate required for vehicle applications can be supplied from any registered MOT station in the country.
- Our subsidiary company includes an MOT station. Does this mean we can MOT our own cars?
 - Yes.
- What is the age limit on vehicle now?
 - If the vehicle is ultra-low emission (<75g CO₂/km), there is no age limit.
 - If the emissions are <75g CO₂/km or more, the age limit is 12.
- I am unable to locate the emission level of my vehicle as it has been imported and this information is not listed on the logbook what do I need to do?
 - Request the emissions report from the MOT station for presentation with your application or provide evidence of that vehicle model's emissions.
- Do I still have to use door operator signs?
 - No, these are prohibited.
- Can I remove the window stickers with the no smoking signs on?
 - No.
- There isn't enough space to display an A4 sign on my vehicle, even on the window.
 - A4 is the maximum size. If you are unable to display signage of this size, ask your operator for a smaller sign.
- Does the <75g CO₂/km applies to hybrid cars?
 - Some hybrid vehicles have <75g CO₂/km and some do not. You should check your V5 registration in the first instance.

Operators

- Could you please clarify what is meant by "exclusive partnership" in relation to the new approved signage for the rear of the vehicle?
 - A clause in the contract that the driver may only work with the one operator.
- I am a Private Hire Vehicle Operator – If I still want to display rear signage, what do I need to do?
 - You will need to ensure that your signage is no larger than A4. You will need to submit this to Operator Licensing for consideration. Any signage must be displayed on the rear of the vehicle near to the Private Hire Vehicle Licence Plate. The signage may only be displayed on vehicles where you have an exclusive relationship with the vehicle and driver.
 - An 'exclusive relationship' is where the vehicle proprietor agrees that their vehicle will only be made available for work from one operator and the driver of that vehicle (if they are not the proprietor) is made aware of and complies with that restriction. N.B. exclusivity clauses which stop the employee from working for another employer or working for another employer without consent are prohibited for self-employed people who earn less than the [lower earnings limit \(LEL\)](#). However, the Council will not be enforcing employment law nor examining contracts.
 - What does my rear operator signage need to include? The signage must contain the operator's business name. You may include your telephone number and/or app details. The signage may be displayed on the rear bodywork or the rear window, but must not obstruct the driver's rearview, nor can it obstruct the vehicle registration mark nor licence plate. The sign must be on the vehicle rather than inside it (i.e. not displayed inside the rear windscreen facing out). It is now prohibited to use the words 'taxi' and 'cab' in this signage. Plurals, any word of similar meaning or appearance to any of those words, whether alone or as part of another word are also prohibited. This prohibition will be in place even where it is the legal/business/trading name of the Private Hire Vehicle Operator licence holder. So, for example, 'Joe Bloggs Taxis' would only be able to display 'Joe Bloggs' on any Private Hire Vehicles it had an exclusive relationship with. 'Minicab', 'kab', 'taksi', 'tacsai', 'tagsaidh' and any other homophones (words spelt differently that sound the same) or translations are included in this prohibition.

- Can drivers now work for more than one Private Hire Vehicle Operator?
 - Yes.
- Does this mean that I no longer need a Wolverhampton City Council Private Hire Vehicle Operator Licence to operate Wolverhampton City Council Private Hire Vehicles?
 - No, operators still need to hold an operator licence with Wolverhampton to accept bookings for Wolverhampton licensed vehicles driven by Wolverhampton licensed drivers, in line with the Local Government (Miscellaneous Provisions) Act 1976.
 - South Staffordshire operators still need to hold an operator licence with South Staffordshire to accept bookings for South Staffordshire licensed vehicles driven by South Staffordshire licensed drivers, in line with the Local Government (Miscellaneous Provisions) Act 1976.
- What do I do if I am not registered with the Information Commissioner's Office?
 - Please register here:- <https://ico.org.uk/for-organisations/data-protection-fee/register/>
- Can I display my new signage in the rear window of my Private Hire Vehicles?
 - No, the signage must be displayed on the vehicle, not in the vehicle, but it may be displayed on the window (i.e. outside the vehicle).
- Where do I post my next DBS certificate?
 - DBS certificates must not be posted to any other address than the below or they may be shredded. DBS certificates must be posted to:
 Operator Licensing
 City of Wolverhampton Council
 Chapel Street
 Bilston
 WV14 0PH
- Will my DBS Certificate be returned to me?
 - Yes, provided it is sent to the above address. It will be sent standard delivery to the address the certificate was originally sent to.
- What is meant by an 'Exclusive Agreement'?
 - This means that you have an agreement with a driver that will solely be conducting work for yourselves. This is typically a contract of employment.
- How many signs can I display on the rear of the vehicle?
 - One.
- Can I have a sign which is a different shape to an A4 rectangle?
 - Yes, within reason and the total area measured from the four most outer points must not exceed A4.
- If a driver is working for more than one operator, do they still display door or rear operator signage for whom they are currently working?
 - No.

- Why can I no longer book out of area plate trips and training?
 - The Regulatory Committee made this decision following criticism from other licensing authorities that this was a service not offered by themselves and Wolverhampton was undercutting their services or attempting to attract operators from outside its area. Whilst the original decision to approve this service was intended to support businesses and reduce unnecessary journeys, it is recognised that it was attractive to operators and the Council does not seek to take operators away from their local licensing authority.
- Do drivers still need to display the badge inside their vehicle?
 - Yes.
- Do drivers need to inform Licensing as to which operator they are working for?
 - Only if they have a wheelchair accessible vehicle.
- I have an approved 'wrap' – can I still use this?
 - No.
- Can I recruit drivers with a private hire driver licence issued other than Wolverhampton?
 - No, you must have a City of Wolverhampton Council Private Hire Vehicle Operator licence to operate Wolverhampton licensed private hire vehicles and private hire drivers.
 - South Staffordshire operators can only use South Staffordshire licensed drivers and South Staffordshire licensed vehicles.
 - If you want to use drivers licensed elsewhere, you can apply for an operator licence with their authority. The vehicles must also only be issued by that authority.