
Committees

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Call for Evidence

Licensing of taxis and private hire vehicles

Terms of Reference

The Transport Committee is launching a short inquiry into the regulation of taxi and private hire vehicles (PHVs) in England. The inquiry will examine the effectiveness of current licensing frameworks, the impact of regulatory inconsistencies across local authorities, and the adequacy of safeguarding measures. It will also explore issues relating to cross-border operation and accessibility. The Committee welcomes evidence that addresses any of the following issues:

- a. Do current licensing arrangements and tools enable local authorities to effectively regulate and oversee the taxi and private hire vehicle (PHV) sector across England, in terms of safety, accessibility and quality of service? If not, what improvements could be made?
- b. What is the impact on the travelling public and drivers of variation between licensing authorities? Is reform needed to bring greater standardisation?
- c. What would be the practical implications for licensing authorities and operators of more stringent or standardised licensing conditions in respect of safety, accessibility, vehicles and driver conduct?
- d. What steps should the Government take to address the challenges posed by cross-border licensing in the taxi and PHV sector?
- e. What would effective reform look like in terms of enforcement, passenger safety and safeguarding, and regulatory consistency? Is there a role for regional transport authorities?
- f. How are digital ride-hailing platforms impacting standards in the sector, and is further regulation in this area required?
- g. How effective, accessible, and trusted are complaints and incident reporting systems in the taxi and private hire vehicle (PHV) sector, for both passengers and drivers?
- h. How effective is the National Register for Revocations, Refusals and Suspensions (NR3S). in supporting consistent licensing decisions across local authorities? What barriers, if any, are limiting its use or impact?
- i. What are the implications for taxi and PHV licensing of the future rollout of autonomous vehicles?

Important information about making a submission

Evidence we can't accept

We can't accept submissions that mention ongoing legal cases. **Please note** that, as proceedings are active in the Supreme Court in the matter of Uber Britannia Ltd v Sefton MBC, the Committee is not able to accept evidence dealing with the issues in that case.

In line with the general practice of select committees the Transport Committee is **not able to take up individual cases**. If you would like political support or advice you may wish to [contact your local Member of Parliament](#).

If you wish to raise **a concern or complaint** about a taxi or private hire vehicle service, you should contact the licensing authority that issued the driver or operator's licence. To identify your local authority, go to the [find your local council](#) page on GOV.UK and enter your postcode. This will direct you to your local authority's website, where you can find out more information about specific complaint procedures.

How your submission will be treated

If your submission is accepted by the Committee, it will usually be published online. It will then be available permanently for anyone to view and may be found online by using search engines. It cannot be changed or removed. If you have included your name or any personal information in your submission, that will normally be published too. Please consider how much personal information you want or need to share. Your contact details will never be published. Final decisions on whether any evidence is anonymised, redacted or kept confidential are made by the Committee.

Support and safeguarding

If issues raised in this inquiry are sensitive or upsetting for you, in addition to contacting your G.P., the following organisations may be able to offer support or further information:

Victim Support – offers free and confidential support to anyone affected by crime: www.victimsupport.org.uk or call ‘supportline’ on 0808 1689 111

Rape Crisis England & Wales- offers free support for anyone affected by sexual violence: www.rapecrisis.org.uk or call 0808 500 2222

Rape Crisis Scotland- www.rapecrisisscotland.org.uk or call 08088 01 03 02

Your welfare is important to us. If we feel that there are any safeguarding issues raised by your evidence, we may seek advice on how best to support you. More information about safeguarding on the Parliamentary Estate can be found [here](#).

If you have immediate safeguarding concerns about yourself or someone else, we urge you to contact the Police on 999.

[Start](#)
