

**Extracts from the Department for Transport document 'Taxi and Private Hire Vehicle Licensing - Best Practice Guidance for Licensing Authorities in England (2022 - consultation version)'**

**3. The role of licensing authorities**

- 3.11 Licensing authorities should ensure that their various licensing requirements are proportionate to the risk they aim to address or the policy objective they are seeking to achieve. The cost of a requirement, in terms of its effect on the availability of transport to the public, should be at least matched by its benefit. This might include increased safety or accessibility. A detailed, quantitative, cost-benefit assessment is not needed in each case, but local licensing authorities are urged to look carefully at the costs, financial or otherwise, imposed by each of their licensing policies and of the equality impacts as required by law.

**Personal security**

- 8.32 The Health and Safety Executive list the installation of CCTV with visible signage as a successful measure to improve safety. (...) Research has shown that anti-social behaviour and crime affects taxi and private hire vehicle drivers and control centre staff. It is therefore important that the personal security of those working in the sector is considered.

**In-vehicle visual and audio recording – CCTV**

- 8.36 The Statutory Taxi and Private Hire Vehicle Standards set-out the Department's position on this matter; that CCTV can provide additional deterrence to prevent crime and investigative value when it occurs. The use of CCTV can provide a safer environment for the benefit of taxi and private hire vehicle passengers and drivers by:
- Deterring and preventing the occurrence of crime.
  - Reducing the fear of crime.
  - Assisting the police in investigating incidents of crime.
  - Assisting insurance companies in investigating motor vehicle accidents.
- 8.37 The Statutory Standards state that all licensing authorities should consult to identify if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users, including children or vulnerable adults, and taking into account potential privacy issues. Signs in the vehicle are required to highlight the presence of CCTV to passengers and an extra indicator is required to show when audio recording has been activated. The Department's view is that CCTV in vehicles can enhance both drivers' and

passengers' safety and consideration of the merits of CCTV by licensing authorities must include both aspects.

- 8.38 Licensing authorities should review the Statutory Taxi and Private Hire Vehicle Standards for further information on consideration of mandating CCTV in taxis and private hire vehicles.
- 8.39 Other security measures include guidance, talks by the local police and conflict avoidance training. The Department has issued guidance for taxi and private hire vehicle drivers to help them improve their personal security. These are attached at Annex G and Annex H.

### **Annex G: Staying safe: guidance for taxi drivers**

Installing CCTV cameras has been shown to lead to reduced threats and violence against drivers. Signs in the vehicle are required to highlight the presence of CCTV to passengers and an extra indicator is required to show when audio recording has been activated. Cameras can be bought or rented, and the cost may be offset by reduced insurance premiums. They can be useful when there is a dispute with a passenger as it is not just the driver's word against theirs. When installing CCTV, the system must comply with the licensing authority's requirements.

A report of the Sheffield Taxi Safety Camera Pilot Study found that, based on drivers' feedback, installing CCTV cameras reduced the number of incidents from 1 in 7 fares to less than 1 in 100 with a very significant reduction in threats and violence against drivers.