

Taxi policy comparison of old and new versions

Overall Purpose & Scope

Area	v4.0 (2021)	Draft v6 (2025)
Purpose	Safety and proper conduct in taxi/private hire licensing	Same purpose, with broader framing around public transport safety
Scope	Operators, proprietors, drivers	Identical, though more explicitly includes rural context of North Norfolk
Language	Legalistic, technical	Simplified, plain English and customer-friendly tone

Structure & Content

Section	v4.0 (2021)	Draft v6 (2025)
Contents Page	Basic structure	Much more detailed and organized (58 sections + annexes)
Definitions/Terminology	Present but not comprehensive	Thorough glossary of terms
Equality	Equality Act mentioned briefly	Dedicated Equality & Hate Crime sections (detailed)
Policy Format	Written in paragraph style	Plain English with numbered subsections
Clarity	Text-heavy	Focus on accessibility, user links, and digital resources

Licensing & Compliance

Area	v4.0 (2021)	Draft v6 (2025)
"Fit and Proper" Definition	Legal basis referenced	Rephrased as "safe and suitable" with real-world examples
Applications	Standard requirements	Includes extensive document checklist, test guidance, and online prep
Medical	Group 2 standard	Same standard with more process detail

Area	v4.0 (2021)	Draft v6 (2025)
DBS Checks	Enhanced required	Detailed renewal and DBS Update Service requirements
Driver Conduct	Expected	Strongly detailed, with specific prohibited behaviour and presentation guidelines

Vehicle Standards

Requirement	v4.0 (2021)	Draft v6 (2025)
Inspections	Annual	More rigorous, including emission & safety rating encouragement
CCTV	Mentioned	Specific GDPR-compliant guidance
LPG & Electric Vehicles	Basic info	Detailed conversion policies, support for green vehicles
Tinted Windows	Standard DVLA rules	Same, but now explicitly documented
Vehicle Identification	Plates required	Specific placement, signage, and visual clarity emphasized

Operator Responsibilities

Item	v4.0 (2021)	Draft v6 (2025)
Records	Basic requirements	Extensive: names, times, route info, staff DBS, accessibility info
Complaints Handling	Not formalized	Mandatory log and inspection-ready records
Passenger Safety	Mentioned	Section on death of passenger, hate crime, accessibility, etc.

New & Noteworthy Additions in Draft v6

- **Death of a Passenger Protocol**
- **Hate Crime Awareness & Reporting**

- **Safeguarding Resources and Links**
 - **Lost Property Protocols**
 - **Standard for Driver Attire and Hygiene**
 - **Plain English Guidance Adoption**
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Summary

The **2025 Draft v6 Handbook** is a significant revision of the 2021 version. It:

- Incorporates clearer language and formatting,
- Expands on inclusivity, safety, and compliance procedures,
- Provides detailed operational and behavioural standards for all license holders,
- Includes online resources and interactive links,
- Aligns with updated government guidance and equality legislation