

Appendix I Private Hire Driver Licence Conditions

1. Conduct of Driver

The driver shall:-

- a. take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle
- b. at no time cause or permit the noise emitted by any radio or other previously mentioned equipment in the vehicle being driven to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle
- c. drive with care and due consideration for other road users and pedestrians
- d. obey all Traffic Regulation Orders and directions at all time
- e. not consume alcohol or misuse drugs (legal or illegal) immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle
- f. shall not drive for hire or reward any unlicensed vehicle
- g. should be aware that we will not allow any member of staff to be subjected to rude, threatening, abusive, intimidating or violent behaviour either directly, by telephone or other methods of communication
- h. at all times be clean and respectable in dress and person and behave in a polite and orderly manner
- i. afford all reasonable assistance with passengers' luggage
- j. not without the express consent of the passengers play any radio or sound reproducing instruments or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle
- k. not drink or eat in the vehicle during the course of a hiring without the express consent of the passengers

1. Drivers' Dress Code

- a. In order to raise the profile of the licensed trade, drivers should operate at all times in a professional manner and conform to minimum standard of dress and personal hygiene.

2. Passengers

- a. The driver shall not convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the license for the vehicle.

- b. The driver shall not allow any lone person, or more than one person, to be conveyed in the front of any licensed vehicle unless agreed with the operator at the time of booking.
- c. No child under 12 may be carried in the front seat beside the driver.
- d. At all times the driver shall ensure compliance with any relevant regulations regarding seat belt and restraints.
- e. The driver shall not without the consent of the booked passengers convey or permit to be conveyed any other person in that vehicle.
- f. Third party insurance cover must be in place during the licence period in the event of all passengers' personal injury.
- g. The driver shall ensure when dropping off vulnerable passengers at night that they wait until they can confirm that the person is safe before driving off
- h. Drivers will ensure the passenger has pre booked before setting out

3. Responsibility to Residents

- a. To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:
 - b. Not sound the vehicle's horn between 2330 hours and 0700 hours
 - c. Keep the volume of any sound reproducing equipment (e.g. radio) to a minimum
 - d. Switch off the engine if required to wait

4. Insurance

- a. It is the responsibility of drivers to ensure that they are always properly insured
- b. If drivers work for multiple operators, all parties must ensure that appropriate and valid insurance is in place to avoid an inadvertent criminal offence.

5. Taxi Ranks

- a. Private Hire drivers must not stop/wait on ranks for any reason. If a private hire driver accepts a fare which has not been pre-booked through a licensed operator, they are committing an offence and enforcement action will be taken.

6. Touting or Soliciting

- a. The driver shall not while driving or in charge of a Private Hire Vehicle: -
 - tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle.
 - cause or procure any other person to tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle; or accept an offer for the immediate hire of that vehicle while the driver of that vehicle is on a road or other public place.

7. Lost Property

- a. The driver shall immediately after the end of any journey, or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there.
- b. If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.
- c. The driver should contact the operator with information of found item within 24 hours. The operator must then follow their lost and found procedure.

8. Receipts

- a. The driver shall if requested by the hirer or passenger of a licensed vehicle, provide a receipt for the fare paid.

9. Competency Test

- a. Existing drivers may be required to undertake the Competency Test as determined by this Local Authority.

10. Fare to Be Demanded

- a. The driver of a Private Hire vehicle shall not demand from any hirer of a licensed vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a meter and there has been no previous agreement as to the fare, any fare greater than that shown on the face of the taximeter for journeys that begin and end within the district.

11. Mobile Phones

- a. Drivers must not use/ hold a phone or sat nav. whilst the vehicle engine is running.

12. Non-payment

- a. The driver shall not attempt to detain passengers in the vehicle following a non-payment, to prevent possible allegations of kidnap, assault etc.

13. Safeguarding

- a. All existing licensed drivers will be required to participate and undertake a safeguarding course and test, as required by this Local Authority, in order to obtain a pass certificate which must be produced within 1 calendar year of adoption of this policy (i.e. by 22 December 2022) or on renewal whichever is earlier. Failure to do so may result in suspension of the licence until successful completion of the test
- b. Given circumstances for example, of incorrect reporting, and at an Officer's discretion, a refresher course may be required.

14. Smoking

- a. Drivers must not smoke or allow someone to smoke in a licensed vehicle at any time.
- b. For the avoidance of doubt, the Council also forbids the smoking of electronic cigarettes and vaping, whether by the driver or passengers.

15. Animals

- a. All drivers are obliged to carry passengers with guide, hearing and other assistance dogs unless they have been granted a medical exemption from the Council.
- b. Drivers without an exemption who refuse or fail to take assistance dogs may be prosecuted by the passenger and may also be subject to enforcement action by the Council including suspension or revocation of the licence
- c. No additional charge will be made for doing so.
- d. When carrying such passengers, drivers must allow the assistance dog to remain under the physical control of the owner.
- e. A driver may not carry an animal owned by him, or in his custody, or that of the proprietor of the vehicle or its operator.

16. Prompt Attendance

- a. The driver of a Private Hire Vehicle shall, if he or she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he or she has otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at that appointed time and place, unless unavoidably delayed or prevented.

17. Deposit of Licence

- a. If the driver is permitted or employed to drive a Private Hire Vehicle of which the proprietor is someone other than the driver, he or she shall before commencing to drive that vehicle deposit his or her license (or clear copy) with that proprietor for retention until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle of his or hers.

18. Change of Address

- a. The holder of a Private Hire driver's licence shall, within seven days, notify the Council in writing of any change of address.

19. Convictions

- a. Drivers must notify the Licensing Authority in writing within 72 hours of any cautions, convictions or warnings including but not limited to driving endorsements, driving convictions, police warnings and reprimands, cautions, community service orders, restraining orders, fixed penalties immigration offences, or other relevant matters, including road traffic offences such as speeding imposed on him or her during the period of the licence.

20. Renewal Applications

- a. If a licensed driver fails to renew before the expiry of the licence, they will be required to apply as a new driver and meet all the requirements as set out in this Handbook and the Hackney Carriage and Private Hire Policy
- b. It is the responsibility of the driver to ensure they apply for their renewal with all relevant supporting original documentation in good time, with a recommendation that the submission is not less than eight weeks before expiry to ensure continuity of the licence.

21. Multiple Licenses

- a. In the circumstance that a driver licence holder has multiple licences with other authorities it is their duty to inform South Cambridgeshire District Council and to additionally advise each authority of any changes in this respect.

22. DBS Update Service

- a. All licensed drivers will be required to subscribe to the DBS Update Service and renew on an annual basis to continue to hold a South Cambridgeshire District Council driver's licence
- b. This authority will undertake an annual online check of the DBS Update Service for the applicant's current status
- c. Where an individual fail to maintain their subscription before expiry they will be required to reapply for a new enhanced DBS check and register for the Update Service. Failure to do so will result in suspension of the licence until they have complied.

23. Driver Badge

- a. The driver shall display any badge provided by the Council in such a manner as to be plainly visible to customers using the vehicle
- b. The driver shall upon the expiry (without immediate renewal), revocation or suspension of his or her licence forthwith return to the Council the driver's badge issued to him or her by the Council when granting the licence
- c. The badge shall remain the property of the Council

24. Vehicle Licence Plate Exemption

- a. The vehicle exemption certificate must always be kept with the vehicle.
- b. The exemption certificate must be produced on request by any person travelling in the vehicle.
- c. The driver, unless he or she is a holder of a Private Hire Vehicle Operator's Licence, shall upon the expiry (without immediate renewal), revocation or

suspension of his or her licence forthwith return to the Council all vehicle licence exemption certificates issued to him or her by the Council.

- d. The licence exemption certificate shall remain the property of the Council.

25. Conveyance of Dead Body

- a. If the driver shall knowingly convey in the vehicle any dead body he or she shall, immediately thereafter, notify the fact to the Environmental Health Officer of the Council.

26. Health and Medical Conditions

- a. The driver hereby licensed shall within 7 days or as soon as practicable thereafter disclose to the Council in writing any medical condition which would be likely to adversely affect his/her ability to drive as a Private Hire and Hackney Carriage Driver during the period of the licence.
- b. A group 2 medical report must be submitted with all new applications and every three years upon renewal, then annually when the applicant reaches 65 years

27. Failure to Comply with Conditions

- a. Failure to comply with any of these conditions may result in the Council suspending, revoking or refusing to renew the licence and in certain circumstances prosecution

28. Right of Appeal

- a. Anyone with a licence under Local Government (Miscellaneous Provisions) Act 1976 or the Town Police Clauses Act 1847 and aggrieved by any of the conditions attached to the licence may appeal to a Magistrates' Court within twenty-one days of the grant of the licence.