



**SUFFOLK COASTAL LICENSING
AUTHORITY**

**HACKNEY CARRIAGE AND
PRIVATE HIRE LICENSING**

GUIDANCE NOTES

PRODUCED BY THE LICENSING TEAM
SUFFOLK COASTAL DISTRICT COUNCIL

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Suffolk Coastal District Council **Hackney Carriage and Private Hire Licensing**

GUIDANCE NOTES FOR APPLICANTS

Introduction

Suffolk Coastal District Council (hereinafter called “the Council”) is responsible for the licensing of Hackney Carriage and Private Hire Vehicles and Drivers, and Private Hire Operators within the Suffolk Coastal district. Licences are issued and regulated within the terms of the Local Government (Miscellaneous Provisions) Act 1976, the Town Police Clauses Act 1847 and the Public Health Act 1875. Each District or Borough Council will determine the licensing requirements most appropriate for its area and applicants and licensees must therefore not assume what is permitted in one area will be acceptable in another.

Hackney Carriages (Taxis) and Private Hire Vehicles play an important part in local transport. They are a highly flexible form of public transport that can play an increasingly important role in improving accessibility for the residents of the District.

Whilst carrying out its licensing functions, the Council will have regard to the safety and comfort of members of the public. It will ensure that licensed drivers are fit and proper persons.

A licence obtained by any form of payment that is subsequently dishonoured will render the licence invalid. The licence document, vehicle identification plate and driver's badge must be returned to the Council until an alternative form of acceptable payment is made.

Please note that the Suffolk Coastal District Council offices are no longer able to handle CASH transactions.

All licence documents, vehicle identification plates and driver's badges remain the property of the Council.

Hackney Carriage and Private Hire Vehicles

The main difference between a hackney carriage vehicle and a private hire vehicle is that hackney carriages are permitted to use designated ranks, which are currently only in Felixstowe, and can also be hailed down in the street. They are usually identified with a TAXI sign on the roof. Private hire vehicles` cannot be hailed down in the street but must be pre-booked via the office or base of a licensed private hire operator. Private hire vehicles must not have roof signs but are permitted to have stickers on the vehicle. There is no set fare for a private hire vehicle journey, so the fare price should be confirmed at the time of booking.

Providing a vehicle meets the required standard, the Council will also licence private hire vehicles that have been modified or converted after manufacture, such as stretched limousines. Not all drivers are qualified to drive these vehicles and private hire vehicle operators must comply with additional conditions when hiring them.

A further description of private hire vehicles, hackney carriages and special event private hire vehicles can be found at Appendix A.

Drivers

Application Criteria

The criteria and qualifications for a private hire driver are almost the same as for a hackney carriage driver. The following sections will therefore apply equally to both private hire and hackney carriage drivers.

The application process is intended to determine whether the applicant is a fit and proper person to hold a licence. Therefore the applicant is required to meet the following criteria:

- a) An enhanced Criminal Records Bureau check must be carried out. This will be required on initial application and then every three years thereafter. The cost for this must be borne by the applicant. CRB checks are not transferable between organisations/authorities.

The Rehabilitation of Offenders Act 1974 sets out the period after which a conviction is regarded as "Spent" and which would not normally necessitate disclosure of that conviction. However, in 2002 the Rehabilitation of Offenders Act 1974 was amended so as to exclude hackney carriage drivers and private hire vehicle drivers (Notifiable Occupation Scheme) from the effects of the 1974 Act. Applicants for such licences are, therefore, now required to disclose all convictions, including those that would previously have been regarded as spent under the 1974 Act.

Applications by foreign nationals:

If the applicant is a European Union or other overseas applicant, the following documentation will be required (the cost for which must be borne by the applicant):

- I. A certificate of good conduct/character/citizenship from the embassy, consulate or High Commission of the country where they resided. This must be obtained at the applicant's expense.
 - II. If necessary, a written English translation of the above certificate (together with documentary proof that the translation is correct)
- b) The applicant must be medically examined by a qualified UK registered Medical Practitioner who has access to the applicant's full medical records (the cost of which must be borne by the applicant). The medical fitness standard adopted by the Council for licence holders reflects the fitness standard for the Group 2 DVLA drivers (Group 2 licence holders are permitted to drive large goods vehicles, buses and coaches). The reason for this is that, because professional drivers spend substantially longer at the wheel than private motorists, the risk of sudden illness occurring whilst driving is greater. In particular, the requirements relating to epilepsy, eyesight and diabetes are more stringent.

A medical remains valid until the age of 45. At 45 years of age a new medical certificate will be required, regardless of how long it has been since your original application. A new certificate will then be required at the age of 50 years, 55 years, 60 years and 65 years. After 65 years of age, annual medical certificates are required.

Applicants who hold a valid DVLA Group 2 licence do not have to provide any other medical information.

Drivers must notify the Council in writing if they are diagnosed with or experience symptoms of any of the medical conditions listed in the Statement of Medical Standards attached as Appendix B.

- c) A driving assessment must be completed to ensure the applicant is competent in vehicular control and is able to carry out manoeuvres smoothly and safely. Part of the assessment includes a knowledge test to demonstrate the applicant has adequate knowledge of the legislation and licensing requirements.

A hackney carriage applicant will also be required to undertake a geographical test which will involve a journey taking the shortest route.

Driving assessments should be booked directly with Mr Bob Gosden, the Council's approved driving examiner, on tel. 01473 716873. The applicant must bear the cost of the test and payment should be made directly to Mr Gosden.

- d) A full DVLA driving licence must have been held for at least 12 months. An applicant will be required to sign a mandate in order that the Council can make checks with DVLA regarding the validity of the licence. The cost for this must be borne by the applicant. If there are endorsements on the DVLA driving licence, the application may have to be determined by a Licensing Hearing. If there are four current endorsements, or if there are convictions for major traffic offences (reckless driving, driving without due care and attention etc.) the application may be refused.

For the purposes of obtaining Private Hire or Hackney Carriage Drivers licence within the Suffolk Coastal district the applicant must hold a UK DVLA licence.

Applicants holding EU country driver licences must obtain a UK counterpart licence (Form D9) from DVLA before they can be considered for a private hire or hackney carriage drivers licence.

Applicants from all other countries are only able to drive for 12 months in the UK, after residency, on the licence issued in the country where they previously resided, and after that period must apply for a UK DVLA licence.

In assessing whether the applicant is a fit and proper person to hold a licence, the Council will consider each case on its merit. They will take account of cautions and convictions, whether spent or unspent, but only in so far as they are relevant to an application for a licence, with reference to Statement of Policy about Relevant Convictions; attached as Appendix C. Upon receipt of a disclosure from the Criminal Records Bureau, the Licensing Officer will assess whether any or all of the spent convictions are capable of having real relevance to the issue of whether or not the applicant is a fit and proper person to hold a licence.

Eligibility to Work

If the applicant is a foreign national, documentary evidence of entitlement to work in the United Kingdom will be required.

Applicants from countries within the European Economic Area (EEA) and Switzerland must produce one of the following documents:

1. United Kingdom of Great Britain and Northern Ireland passport (Red)
British passport (Blue)
2. A passport or national identity card showing that the holder is a national of a European Economic Area country or Switzerland.
3. A residence permit, registration certificate, or document certifying or indicating permanent residence issued by the Home Office or the Border & Immigration Agency to a national of a EEA country or Switzerland
4. A passport or other travel document endorsed to show that the holder is exempt from immigration control.

One of these single documents must be produced or a combination of two documents as listed in the booklet "Prevention of Illegal Working" by the Border & Immigration Agency.

Applicants from countries not within the EEA must produce (until they can subsequently produce one of the above documents) other documented evidence to indicate leave to enter or remain within the UK for a limited time.

If in any doubt about an individual, the Council's licensing staff may carry out checks with the Home Office Border & Immigration Agency.

Conditions of Licence

The Council attaches conditions to the private hire and hackney carriage drivers licence. These conditions can be found attached at Appendix D.

Hackney carriage drivers must adhere to a set of Byelaws made under section 68 of the Town Police Clauses Act 1847, and Section 171 of the Public Health Act 1875, by the Council with respect to hackney carriages within the Suffolk Coastal District. These Byelaws can be found attached at Appendix E.

Hours of Driving

Whilst there is no law governing the hours that taxi drivers can work, the Council takes a serious view of any action that may result in the safety of the passenger being compromised. When drivers have worked extremely long hours, perhaps a double shift, or have undertaken a long haul journey shortly before the end of a normal shift, there is a real danger that their ability and alertness is affected.

Drivers must advise their operators if they are suffering from fatigue that may endanger passenger safety and cease working at the earliest opportunity.

Renewals

The Council issues hackney carriage and private hire vehicle drivers licences for a period of three years. This coincides with the length of validity of the Criminal Records Bureau check and will be set up so that both may be renewed at the same time.

The Council will send a reminder, which is by way of courtesy only, to licensed drivers approximately six weeks before their licence is due to expire. It is the driver's responsibility to ensure his/her licences are kept up to date and **not having received a reminder will not be accepted as a reason for non-renewal of licences.**

Offences

If a driver fails to comply with the licensing requirements, appropriate action will then be taken in accordance with the Council's Enforcement Policy. This will depend on the nature of the offence and may take the form of:

- i) A verbal, informal warning or a formal written warning.
- ii) Appearance before a Licensing Hearing. This could result in suspension, revocation or refusal to renew the licence.
- iii) Formal Caution - this means that the driver has admitted the offence. It will remain on the driver's record and may be taken into account in any future prosecution.
- iv) Prosecution - most offences, but not all, are liable on summary conviction, to a fine not exceeding level 3 on the standard scale, currently £1000.
- v) Penalty Points - details of the Council's scheme is set out in Appendix F.

Licensing Hearings

If a driver is required to appear before a Licensing Hearing, information about the procedure will be provided beforehand.

Appeals

Generally, a driver will have a right of appeal to the Magistrate's Court if his/her application is refused, if he/she thinks any condition attached to a licence is unreasonable, or if his/her licence(s) are suspended, revoked or not renewed.

Conduct

Licensees should be aware that disciplinary action will be taken in respect of any use of threatening or abusive behaviour by licensees towards a Council employee, or an agency garage employee/ vehicle inspector.

Vehicles

Vehicle Specification

Any vehicle which is to be licensed must comply with the Council's Manual of Inspections Standards. The Council has appointed agency garages who ensure that the standards set out in the manual are complied with. There are two aspects to be considered:

- a) The size of the vehicle. The Council has adopted minimum specifications for vehicles carrying 4 passengers and larger vehicles (the maximum number of passengers is 8). The Council will not licence vehicles to carry less than 4 passengers. It is an offence to carry more than the permitted number of passengers and this may also invalidate the vehicle insurance.
- b) The vehicle will have to comply with the Council's Manual of Inspection Standards in terms of its general condition and the equipment it is carrying.

A fee will be payable by the licensee to the agency garage for each test or re-test. Tests are carried out annually on the initial application and then on each renewal. 'Mid-term' tests are also required thus meaning that a vehicle is tested every six months. You can arrange for any of the following garages to carry out the test on hackney carriage or private hire vehicles:

Crisps of Knodishall	Telephone (01728) 830509
John Grose at Woodbridge	Telephone (01394) 383456
Langer Park Services at Felixstowe	Telephone (01394) 284156
Tollgate Services at Felixstowe	Telephone (01394) 283925

Vehicles offering wheelchair accessibility can only be tested by the Suffolk Coastal Services Transport Team at Ufford and payment should be made directly to SCS.

Suffolk Coastal Services Ufford Depot	Telephone (01394) 444000
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Modified vehicles such as stretched limousines can only be tested at approved testing stations authorised to deal with this type of vehicle.

A vehicle licence will be suspended if a valid mechanical certificate is not provided on the required date.

In addition to the mechanical inspection certificate, licensing staff will require the following documents before a vehicle can be licensed:

- a) The Vehicle Registration Document.
- b) An MOT - this is required when hackney carriages are one year old and over, and when private hire vehicles are three years old and over. An MOT certificate relating to a modified vehicle must be issued by a testing station authorised to inspect this category of vehicle.
- c) Evidence of valid insurance cover.
- d) If the vehicle is modified, additional documentation relating to the conversion and importation of the vehicle will be required.

As well as the annual and 'mid term' test, a vehicle may be 'called in' for inspection on up to two other occasions during the year. This action will be taken if the Council has reasonable cause to be concerned about the condition of the vehicle. A notice will be served setting out the date, time and place of the inspection. Call-in inspections may take place either at one of the agency garages, at the Suffolk Coastal Services Depot at Ufford *or*, in the case of a modified private hire vehicle, at testing station authorised to deal with this category of vehicle.

Call-in inspections at the Depot will usually only take place on a small percentage of vehicles shortly after that vehicle has undergone either an annual or mid-term inspection. When this is the case, unless serious safety concerns are an issue, Ufford Depot will not require further work to be carried out to the vehicle. However, any findings will be discussed with the appropriate agency garage in order that a consistent standard is maintained. There will be no charge for a call-in inspection.

There may be other occasions when it is appropriate for a call-in inspection to take place at Ufford Depot; for instance if the Council has reasonable cause to be concerned about the condition of the vehicle. If this is necessary, the reason for the inspection will be explained to the licensee at the time the vehicle is called in. Work to the vehicle may be required in these circumstances.

Spot Checks

The Council's licensing staff may carry out a spot check on a licensed vehicle, including testing of the meter if appropriate, at any time. A suspension notice may be issued if a vehicle is found to be in an unsatisfactory condition.

Altering the Vehicle

Approval of the Council must be obtained before any alterations are made to the car that will change the specification, design, condition or appearance of a licensed vehicle.

Selling the Vehicle

If the vehicle is sold to someone else who is going to use it for taxi work the Council must be informed, in writing and within 14 days, the name and address of the new owner. This letter must be signed by both parties. If this is not done the existing owner will remain responsible for the hackney carriage or private hire vehicle licence. A fee will be charged to transfer the licence to the new owner.

If the vehicle is sold as a private car the taxi identification plates must be removed and returned to the Council. If another car is going to be used for taxi work it must be licensed and plated **before** it is used for taxi work.

Accidents

Vehicle proprietors must report **any** accident damage that affects the safety, performance, appearance or passenger comfort/ convenience **within 72 hours**. This can be done by using the accident report form within the licence booklet.

Major or Minor Damage?

Major damage is damage that impairs

- a) Chassis and under-parts of the vehicle
- b) Correct operation of doors, boot and bonnet of the vehicle
- c) Correct operation of lights, indicators etc.
- d) Structural integrity of pillars A, B or C (refer to manual of inspection standards)

Procedure: The vehicle must be taken out of service and the plates returned to the Council immediately. The accident report form must be completed, nominating the agency garage that will carry out post repair inspection, and the top copy must be returned to the Council within 72 hours. The Council will provide a copy of the report to the agency garage for endorsement following the post repair inspection (for which the agency garage may charge).

Minor Damage is *any* damage that is not major.

Procedure:

a) If the vehicle is being taken off the road for immediate repair.

The accident report form must be completed and the top copy returned to the Council within 72 hours. No other action is required.

b) If the vehicle is to continue in service pending repair.

- i) Accident report form to be completed.
- ii) Vehicle to be presented to an agency garage for inspection. If the agent agrees that the vehicle can remain in service he will endorse the form, stating the time allowed for repair.
- iii) Top copy of the accident form to be sent to the Council within 72 hours.
- iv) No post-repair inspection is required but licensing staff will routinely check that the repair has been completed within the agreed time.

Temporary Vehicle Licences

The Council operates a facility whereby a replacement vehicle(s) can be licensed, on production of limited documentation, for a temporary period of **up to one month *in total***. This **is only available** when a vehicle is being repaired because of accident damage or breakdown and the period allowed will depend on the time agreed for the repairs to be completed. In order to take advantage of this facility the driver must contact the Council **before** using the replacement car for taxi work.

Suspension or Revocation of a Vehicle Licence

A suspension or revocation notice takes effect **immediately it is served** and the vehicle cannot be used for taxi work until the notice is lifted. Licensing staff or the Police may remove vehicle plates at the time the notice is served. Alternatively, 7 days will be given in which to return them.

If a suspension notice is not lifted within 2 months the licence will be deemed to be revoked.

Trailers

If a licence holder is considering using a trailer, it must be approved by the Council before it is fitted. The trailer shall be hard bodied, weatherproof and fitted with a securely fastened cover which can be hard top or canvas tarpaulin type. Towing equipment must comply with current legislation.

Tinted Windows

Road Vehicles (Construction & Use) Regulations 1986 specify the minimum levels of light that must pass through the windscreen and front side windows.

Motor vehicles first used on or before 1st April 1985:

The windscreen and front side windows must allow at least 70% of light to be transmitted through them.

Motor vehicles first used on or after 1st April 1985:

The light transmitted through the windscreen must be at least 75%.

The front windows must allow at least 70% of light to be transmitted through them.

CCTV

If a licence holder is considering using CCTV, it must be approved by the Council before it is fitted. Where approved, the licence holder must display a Council approved sign, in a position clearly visible to passengers, warning customers that camera surveillance equipment is in operation.

Seat Belts

Since September 2006, the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 and associated legislation has included particular requirements, and exemptions, relating to both adults and children wearing seat belts and/or appropriate restraints. The following is a summary of the new rules as they relate to passengers in taxis and private hire vehicles.

Child restraint regulations

The regulations state that if a child is under 12 years old and under 1.35m [4ft 5ins] in height (a small child) they must either be in a child restraint appropriate for the weight and height of the child.

If the child is 12 or 13 years old or over 1.35m in height (a large child) they must either be in a child restraint appropriate for the weight and height of the child, or use an adult seat belt.

Taxis and private hire vehicles **with a fixed partition** between the driver and passenger compartments:

Children may travel unrestrained if no appropriate restraint is provided in the passenger compartment. Where an appropriate restraint is available, this must be used.

Private hire vehicles **without a partition** between the driver and passenger compartments

Child passengers aged under 3 years of age

- Rear seat - an appropriate child restraint must be used if available but a child may travel unrestrained if an appropriate restraint is not available.

Responsibility for compliance rests with the driver.

Child passengers aged 3 to 11 and under 1.35 metres [4ft 5ins] in height

- Rear seat - an appropriate child restraint must be used if available where seat belts are fitted. In addition, a child must use an adult belt if;-
 - a) the appropriate child restraint is not available
 - b) two occupied child restraints prevent the fitting of a third.
- Responsibility for compliance rests with the driver.**

Child passengers aged 12 or 13, or over 1.35 metres [4ft 5 ins] in height

- Front seat - appropriate child restraint or adult seat belt must be used
- Rear seat - if a seat belt is fitted the child must use either an appropriate child restraint or an adult seat belt

Responsibility for compliance rests with the driver.

Adult passengers

- Front seats - adult seat belt must be worn if fitted
- Rear seats - adult seat belt must be worn if fitted

Responsibility for compliance rests with the passenger.

Drivers

- The driver of a licensed taxi is NOT required to wear a seatbelt when plying for hire, answering a call for hire or carrying passengers.
- The driver of a licensed private hire vehicle is NOT required to wear a seatbelt when carrying passengers for hire.

Responsibility for compliance rests with the driver

Summary:

	Front Seat	Rear Seat	Who is responsible?
Driver	Seat belt must be worn if fitted unless exemption applies	-	Driver
Child under 3 years of age	Appropriate child restraint must be used Note: this does not apply because all children under the age of 10 must be carried in the rear of hackney carriage and private hire vehicles	Appropriate child restraint must be worn if available	Driver
Child aged 3 to 11 and under 1.5 metres tall	Appropriate child restraint must be worn if available. If not an adult seat belt must be worn. Note: this does not apply because all children under the age of 10 must be carried in the rear of hackney carriage and private hire vehicles	Appropriate child restraint must be worn if available. If not an adult seat belt must be worn.	Driver
Child aged 3 to 11 and over 1.5 metres tall	Adult seat belt must be worn	Adult seat belt must be worn	Driver
Child aged 12 to 13 and over 1.35 metres tall	Adult seat belt must be worn	Adult seat belt must be worn	Driver
Adult passengers	Seat belt must be worn	Seat belt must be worn	Passenger

Exemptions

There are limited occasions/circumstances when identification plates may be removed from a licensed vehicle with the prior consent of the Council. If such consent is given, it will be subject to other conditions that enable enforcement officers to identify the vehicle and enable the driver of the vehicle to prove that the vehicle is licensed.

Advertising on Vehicles

Hackney Carriage Only

must have an illuminated sign fixed to the roof bearing the word “taxi” and no other word.

must display and maintain the scale of fares fixed by the Council so as to be clearly visible to passengers.

may display

- a) an illuminated “for hire” sign
- b) windscreen sticker with name and number of taxi firm
- c) any other non-luminous sign or advertisement

must be fitted with a meter which is clearly visible to all passengers

Private Hire Vehicles Only

must not have a sign or advertisement which includes the word “taxi” or “cab” in any form

must not have an illuminated sign of any description

may be fitted with a meter which must be clearly visible to all passengers

Conditions Attached to Licences

All licences are subject to standard conditions which can be found at Appendix G. The Council’s licensing staff monitor licensees and report any instances of non-compliance.

Renewals

The Council issues hackney carriage and private hire vehicle licences for a period of one year.

The Council will send a reminder, which is by way of courtesy only, to licensed vehicle driver’s/owner’s approximately six weeks before their licence is due to expire. It is the drivers/owners responsibility to ensure his/her licences are kept up to date and **not having received a reminder will not be accepted as a reason for non-renewal of licences.**

Operators

A private hire vehicle can only be despatched to a customer by a private hire operator. This is a person who holds an operator’s licence under Section 55 of the Local Government (Miscellaneous Provisions) Act 1976.

There are a number of conditions to which an operator must adhere in order to retain his/her licence and these are provided to every operator at the time of licensing. These conditions can be found in Appendix H.

It is a criminal offence to operate a Private Hire Vehicle within the Suffolk Coastal district without having a Private Hire Vehicle Operator’s Licence. To “operate” is defined as meaning in the course of business to make provision for the invitation or acceptance of bookings for a Private Hire Vehicle.

Hackney Carriage, Private Hire Vehicle and Drivers’ Licences

It is vital that private hire operators should have a thorough understanding of the requirements which apply to vehicle proprietors and drivers.

A private hire operator may employ licensed hackney carriages, private hire vehicles or special event private hire vehicles (such as stretched limousines) to carry out journeys and must ensure that the driver of the vehicle is licensed to drive the type of vehicle used.

The difference between each class of vehicle is set out in Appendix A of the attached notes. Operators wishing to use special event private hire vehicles must ensure that:

- a) Only licensed hackney carriage and private hire vehicles drivers authorised by their DVLA licence to drive class 'C1' vehicles (vehicles between 3500kg and 7500kg) are employed to drive the vehicle.
- b) Bookings are made at least 24 hours in advance of the commencement of the journey.
- c) Written confirmation is given to the hirer stating the name and address of the hirer, details of the journey, date of booking, charge and a statement as to the maximum number of passengers that may be carried in the vehicle.
- d) A copy of the written confirmation must also be provided to the driver and be carried in the vehicle throughout the hire period.

The Responsibilities of a Private Hire Operator

Under the legislation, every contract for the hire of a licensed vehicle is deemed to be made with the operator who accepted the booking for that vehicle, irrespective of whether or not the vehicle was provided by that person.

In addition, it is possible for a licensee to be convicted of an offence, even when it was due to the act or default of another. This places an onerous responsibility on private hire vehicle operators who may have to trust others to carry out bookings on their behalf.

Operators *must* have arrangements in place to satisfy themselves that:

- a) Only licensed vehicles which are properly insured, taxed and tested are employed to carry out bookings on their behalf.
- b) Only licensed drivers with the appropriate DVLA Licence are employed to drive those vehicles and they, together with radio operators, have a thorough understanding as to what is expected of them in all situations.

The conditions attached to private hire operator licences require records to be kept in respect of the vehicles and drivers that are employed.

A private hire vehicle operator is responsible for ensuring that the vehicle and driver, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place and for ensuring that the driver completes the journey agreed by the operator with the hirer.

Often, the accuracy of the booking records which must be kept by a private hire operator is vital in determining whether or not the operator was at fault and liable to be prosecuted for an offence. It is therefore essential that a high standard of record keeping is maintained.

The Council must be satisfied that the form in which records are to be kept, whether written or computerised, provides adequate safeguards that prevent entries being erased or inserted at a later date than the date and time that which the booking was made.

Where special event private hire vehicles are operated, a hire agreement must be made not less than 24 hours prior to the commencement of the journey. Copies of the agreement must be provided to the passenger and the driver and a further copy kept on record.

You must tell the Council, within 7 days, of any complaint made about a booking (whether made orally or in writing) which you were responsible for. You must also tell the Council what action you propose to take to deal with the complaint. In addition to any action the Council may take, the complainant may decide to take civil court action against you.

Communications

If a private hire operator is someone who accepts bookings and then carries them out using only a limited number of vehicles and drivers, it may be possible to operate without any form of communication between the booking office and the driver(s). However, if more vehicles and drivers are used it is likely that in-car communication will be required.

The Council permits closed circuit radio or 'hands free' mobile telephones to be used for this purpose.

The use of mobile telephones for the acceptance of private hire bookings in vehicles is only permitted between **1am and 7am** and is subject to the operator's booking records being updated immediately at the end of each period. At all other times, an operator must maintain a separate booking facility to record bookings, passing details of each journey to the individual driver who will carry it out.

An operator is required to provide a means by which the driver of a private hire vehicle can report any delays or difficulties which may occur throughout the journey and to provide assistance to passengers as appropriate.

Citizens' Band radio is **not permitted** for any purpose in connection with the taking of bookings or relaying them to a driver. The use of scanning equipment is also prohibited.

The Application Procedure

The application procedure is intended to determine whether an applicant for a private hire operator's licence is a fit and proper person to hold the licence.

The applicant will be asked to make an appointment to sit a knowledge test at the Council Offices. This will demonstrate whether the applicant has adequate knowledge of the legislation and licensing requirements.

Applicants must complete an application form stating essential information about the business and the people who will be running it. In addition to the payment of the appropriate fee, they will be required to produce information, in writing, as to how the business will be run. This must include a customer care statement (an example is attached hereto Appendix I, indicating the targets they aim to meet in terms of dealing with customers, paying particular attention to **ensuring that drivers arrive on time**).

Lateness is sometimes unavoidable, when traffic is heavy, when road conditions are poor because of inclement weather or because of vehicle breakdown (although vehicles should be maintained to a high standard to ensure that this rarely happens).

Lateness can also be caused because earlier passengers keep drivers waiting, causing knock-on delays for subsequent passengers. Operators should consider what action they are going to take to minimise this problem.

Finally, drivers can only arrive promptly if sufficient travelling time is allowed between one journey and the next – operators must ensure that they can cope with the number of bookings they accept.

Complaints

The conditions attached to an operator's licences will require the operator to notify the Council of complaints made about any booking and of the action (if any) which you propose to take.

It follows that the operator will have to investigate the complaint in order to decide whether or not it is justified. It is advisable for the operator to obtain the full facts from the customer and to interview the driver and, if appropriate, the radio controller. A complainant may be entitled to compensation. If this is not offered, the customer could decide to sue the operator for failure to execute the contract. Alternatively, they may contact the Council asking for appropriate action to be taken.

An operator may decide to discipline the driver and/or radio controller, but the Council will consider what action to take in respect of any licensees when it has reviewed the facts of the case.

Occasionally, complaints may be made of which the Police should be made aware. Operators should be able to advise the complainant accordingly and should consider whether or not to report the matter to the Police direct.

Bearing the above in mind, operators should ensure that they have a procedure for dealing with complaints.

If targets are set, operators should explain how these will be monitored and what action they envisage taking if they are not met.

- a) A code of conduct for radio operators and drivers.
- b) The times during which service will be provided each day.
- c) The format they will use to maintain records of each booking and the vehicles and drivers which will be employed.
- d) The arrangements which have been made to pass bookings to other operator(s) when it is found that they cannot be undertaken for any reason.
- e) The names and addresses of controllers who will be responsible for the acceptance of bookings on their behalf and relaying them to the drivers who will be carrying out the journeys.
- f) The procedures which radio operators and drivers must follow in the event of:
 - Any difficulty in undertaking a booked journey
 - Any complaint made about a booked journey

Licences and Renewals

When all the relevant stages have been completed, the licence will be issued. Normally, licences will be for three years, but in some circumstances they may be valid for a shorter period.

Not less than one month prior to the expiry of the licence the operator will receive a reminder to renew it. It is the operator's responsibility to ensure his/her licences are kept up to date and **not having received a reminder will not be accepted as a reason for non-renewal of licences.**

Renewal will involve completion of an application form and payment of a fee.

Fees

The fees which are payable to the Council for licences are reviewed annually and any increases normally take effect from 1st April each year. The application form and correspondence you receive will set out the current fee payable.

Enforcement

The legislation enables the Council to adopt a number of measures to ensure that, once operators are licensed, the Council's requirements are met throughout the licensing period.

Records and Documentation

The Council's licensing staff carry out spot checks to ensure that documentation and records relating to journeys and the vehicles and drivers being employed to carry them out are being properly kept.

Such records must be retained by the operator for not less than six months from the last date of entry and may be removed by licensing staff at any reasonable time.

Convictions

An operator is required to inform the Council, in writing and within 7 days, if convicted of an offence of any nature. This also applies to any other partner or director of the company.

Change of Address

An operator is required to inform the Council, in writing and within 7 days, of any change of home or business address.

Offences

If you fail to comply with the licensing requirements, appropriate action will be taken against you. This will depend on the nature of the offence and may take the form of:

- i) A verbal, informal or formal warning
- ii) Appearance before the Licensing and Health Committee. This could result in suspension, revocation or refusal to renew the licence.
- iii) Formal Caution - this means that you have admitted the offence. It will remain on your record and may be taken into account if you are prosecuted in future.
- iv) Prosecution - most offences, but not all, are liable on summary conviction, to a fine not exceeding level 3 on the standard scale, currently £1000.

Exemptions

A private hire operator's licence must be obtained from the local authority in whose area provision is made to accept pre-booked journeys. Furthermore, the vehicles and drivers employed by the operator to carry out those bookings must be licensed by the same local authority. Provided the vehicle and driver are licensed by the correct authority, they may be used to carry passengers to any location in this country or abroad.

There are very limited circumstances where a vehicle can be used as a private hire vehicle without having the appropriate licences in force and you are advised to contact the Council's licensing staff before you decide to proceed.

Appeals

Generally, you will have a right of appeal to the Magistrates' Court if your application is refused, if you do not think any condition attached to a licence is reasonable, or if your licence is suspended, revoked or not renewed.

Enquiries

If you have any questions or concerns about the application procedure or any of the information contained in these guidance notes, please contact:

The Taxi Licensing Officer (Mon/Tues/Weds) on tel. 01394 444362 or, alternatively the Licensing Team on tel. 01394 444802.

You can also email your enquiry to Licensing@suffolkcoastal.gov.uk or write to
Suffolk Coastal District Council
Melton Hill WOODBRIDGE
Suffolk IP12 1AU

THE DIFFERENCE BETWEEN HACKNEY CARRIAGES, PRIVATE HIRE VEHICLES AND SPECIAL EVENT PRIVATE HIRE VEHICLES

1 Hackney Carriages:

- 1.1 In order to protect a passenger hailing a hackney carriage in the street from overcharging, the Council sets a maximum scale of fares which may be charged and this, together with the meter, must be clearly visible to the passenger.
- 1.2 A hackney carriage must be equipped with a meter calibrated in accordance with the maximum scale of fares. The meter must be tested and sealed by the Council.
- 1.3 The scale of fares set by the Council may be discounted but must not be exceeded, even if a journey ends outside the district (unless a charge was agreed before the journey commenced). If a hackney carriage carries out a private hire or pre-booked journey the fare must be calculated from the point where the passenger commences the journey.
- 1.4 Once a vehicle has been licensed as a hackney carriage, it is always available for hire, unless it is already carrying a fare paying passenger. This means that a licensed hackney carriage can only be driven by a licensed hackney carriage driver. Hackney carriage proprietors and drivers must comply with Byelaws in addition to the other rules laid down by the Council. The Byelaws are set out in full in the book issued when licence(s) are granted. Hackney carriage licensees should read them carefully. They cover the following matters:
- a The display of identification plates on the inside and outside of the vehicle
 - b Various requirements relating to the vehicle
 - c The operation of the taxi meter - the meter may only be switched on immediately before the journey commences
 - d The procedure when plying for hire - once a journey has been completed drivers are required to proceed immediately to the next available taxi rank - drivers cannot 'cruise round the block' or wait nearby until a space on the best rank becomes free - they must go to another rank and park there instead. At the present time there are only ranks in Felixstowe and they are as follows:

Hamilton Road, near Tesco's supermarket	8 vehicles
Felixstowe Leisure Centre	2 vehicles (limited times)
Undercliff Road West, opposite Bent Hill	6 vehicles (limited times)
The Railway Station	6 vehicles

A hackney carriage can also park on the Council's car parks (providing the pay and display fee is paid) but cannot stand or ply for hire in a car park. A hackney carriage should be parked off the highway when not in use. All these parking and use requirements cannot be overcome by removing or covering the identification plates and 'TAXI' sign.
 - e The behaviour of the driver - matters which are also covered in the conditions attached to hackney carriage and private hire vehicle driver's licences.
 - f The procedure to be followed if a passenger leaves property in the vehicle.

There are special procedures which the Council must follow when reviewing the scale of fares and the designation of ranks. The latter takes many months to complete.

- 1.5 If you are licensed by Suffolk Coastal District Council to drive hackney carriages, you do not need a private hire driver's licence in order to work a private hire vehicle that is also licensed by the Council. However, if you wish to drive a special event private hire vehicle, your DVLA licence must permit you to drive class 'C1'.

2. Private Hire Vehicles

- 2.1 A private hire vehicle can only be used to carry fare paying passengers if the **passenger** has booked the journey in advance **directly** with a licensed private hire vehicle operator. The operator is then responsible for ensuring that the passenger is carried by a licensed hackney carriage or private hire vehicle and driver in accordance with the agreement made with the passenger when the booking was made.
- 2.2 A private hire vehicle cannot legally radio a booking for a journey through to the operator. This applies whether the passenger approaches the driver before the journey commences or asks for a return trip, either whilst the outward journey is in progress or at the end of it. In order to avoid difficulties in this respect, private hire operators are advised to consider whether their radio controllers should routinely enquire whether or not a return journey is required at the time the outward trip is booked.
- 2.3 If a private hire vehicle driver does handle a booking from a passenger, one or more of the following offences may occur:
- a) Using a vehicle as a hackney carriage without a licence
 - b) Improperly plying for hire
 - c) Acting as an unlicensed private hire vehicle operator

Each of these offences is liable on summary conviction to a fine not exceeding level 3 on the standard scale, currently £1000.

- 2.4 In order to avoid allegations of plying for hire, private hire vehicle drivers should ensure that:
- a) They receive details of all the journeys which they carry out from their private hire operator, either directly or via the radio controller and **not** from the passenger.
 - b) They do not radio bookings through to their operator on behalf of passengers, either before the journey commences nor for a return trip during the journey or at the end of it.
- 2.5 Private hire vehicle drivers should be aware that, in the event of an accident, problems could arise over insurance cover if a journey is not properly booked through a private hire operator. This is because a private hire vehicle is only insured for private hire work whereas a hackney carriage is insured for public hire.
- 2.6 It is an offence for a private hire vehicle to be driven by a person who is not licensed as a private hire vehicle driver, even when the vehicle is not being used for private hire.

3. Communications

- 3.1 Hackney carriage and private hire vehicles may be equipped with closed circuit radio communication equipment and/or a mobile telephone which is capable of hands free operation. Citizens band radio equipment and scanning equipment are not permitted in hackney carriage or private hire vehicles.
- 3.2 The Council permits private hire operators to communicate instructions about bookings to hackney carriage and private hire vehicle drivers using either closed circuit radio or mobile telephone. The use of Citizens Band radio equipment for the acceptance of bookings and for communicating information about bookings to hackney carriage and private hire vehicles drivers is **not** permitted.
- 3.3 The use of mobile telephones by private hire operators for the acceptance of bookings in licensed hackney carriages and private hire vehicles is restricted to between 1am and 7am and is subject to the operator's booking records being updated immediately at the end of each period. At all other times the operator must man a separate booking facility.

- 3.4 A private hire vehicle operator is responsible for ensuring that the passenger is carried in accordance with the agreement made with the passenger at the time of the booking. It is important that the driver of the vehicle is fully aware of the details - time, place of pick-up, destination, charge etc.

4. Special Event Private Hire Vehicles

- 4.1 Special event private hire vehicles are vehicles that have been modified or converted after manufacture, the most common form of modified vehicle is a stretched limousine.
- 4.2 A modified vehicle may have seats for more than 8 passengers. If this is the case, the driver of the vehicle will commit an offence if he/she permits more than 8 people to be carried in the vehicle.
- 4.3 The Council will not normally require the display of an external vehicle identification plate on a modified private hire vehicle. The internal vehicle identification plate must be displayed in a position where it is visible to passengers (not necessarily on the dashboard of the vehicle).
- 4.4 Only licensed private hire vehicle drivers that hold a DVLA licence permitting them to drive class 'C1' vehicles (vehicles between 3500kg and 7500kg) may drive modified private hire vehicles.

All drivers passing their driving test prior to 1997 received 'grandfather rights' to drive this class of vehicle, but those licensed subsequently will have to pass a test in a vehicle typical of the class, such as a minibus.

- 4.5 A private hire operator may only accept a booking for the hire of modified vehicle if it is made at least 24 hours in advance of the commencement of the journey. The operator must provide the hirer with written confirmation of the booking. This must state the name and address of the hirer, details of the journey, the hire charge and a statement as to the maximum number of passengers that may be carried in vehicle.
- 4.6 A copy of the written confirmation must be provided to the driver of the vehicle and be carried in the vehicle throughout the hire period.

STATEMENT OF MEDICAL STANDARDS FOR HACKNEY CARRIAGE & PRIVATE HIRE DRIVERS.

Licensees must be medically examined by a qualified UK registered Medical Practitioner who has access to the applicant's full medical records (the cost of which must be borne by the applicant).

The medical fitness standard adopted by the Council for licence holders reflects the fitness standard for the Group 2 DVLA drivers (Group 2 licence holders are permitted to drive large goods vehicles, buses and coaches). The reason for this is that, because professional drivers spend substantially longer at the wheel than private motorists, the risk of sudden illness occurring whilst driving is greater. In particular, the requirements relating to epilepsy, eyesight and diabetes are more stringent.

A medical remains valid until the age of 45. At 45 years of age a new medical certificate will be required, regardless of how long it has been since your original application. A new certificate will then be required at the age of 50 years, 55 years, 60 years and 65 years. After 65 years of age, annual medical certificates are required.

Drivers must notify the Council in writing if they are diagnosed with or experience symptoms of any of the following:

- Epilepsy
- Fits or blackouts
- Repeated attacks of sudden disabling giddiness
- Diabetes controlled by insulin
- Diabetes controlled by tablets
- An implanted cardiac pacemaker
- An implanted cardiac defibrillator (ICD)
- Angina (heart pain) which is easily brought on by driving.
- Persistent alcohol misuse or dependency
- Persistent drug misuse or dependency
- Parkinson's disease
- Narcolepsy or sleep apnoea syndrome
- Stroke, with any symptoms lasting longer than one month, recurrent 'mini-strokes' or TIAs (Transient Ischemic Attacks).
- Any type of brain surgery, severe head injury involving inpatient treatment, or brain tumour.
- Any other chronic neurological condition
- A serious problem with memory or episodes of confusion
- Severe learning disability
- Serious psychiatric illness or mental ill-health
- Total loss of sight in one eye.
- Any condition affecting either eyes; or the remaining eye if one eye only (not including short or long sight or colour blindness).
- Any condition affecting your visual field (the surrounding area you can see when looking directly ahead).
- Any persistent limb problem for which driving has to be restricted to certain types of vehicle or those with adapted controls.

If you are not sure whether any of these apply to you speak with your GP.

Failure to notify the Council of any change in your medical health could attract penalty points and/or result in an appearance before the Licensing and Health Committee.

STATEMENT OF POLICY ABOUT RELEVANT CONVICTIONS

When submitting an application for a licence to drive a hackney carriage or private hire vehicle applicants are required to declare all previous convictions they may have, this includes spent convictions. The Rehabilitation of Offenders Act 1974 sets out the period after which a conviction is regarded as "Spent" and which would not normally necessitate disclosure of that conviction. However, in 2002 the Rehabilitation of Offenders Act 1974 was amended so as to exclude hackney carriage drivers and private hire vehicle drivers (Notifiable Occupation Scheme) from the effects of the 1974 Act. Applicants for such licences are, therefore, now required to disclose all convictions, including those that would previously have been regarded as spent under the 1974. Applicants are also required to declare all formal cautions and all endorsable fixed penalties they have received and to provide details of all criminal matters of which they are currently the subject of criminal investigation or prosecution.

The information given will be treated in confidence and will only be taken into account in relation to the relevant application to assist the Council in determining whether the applicant is a fit and proper person to hold a driver's licence for the purposes of sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976.

Applicants should be aware that the Council is empowered by law to check with the police for the existence and content of any criminal record held in their name. Information received from the police will be kept in strict confidence while the licensing process takes its course and will be retained no longer than is necessary.

The disclosure of a criminal record or other information relating to criminal matters will not necessarily debar an applicant from obtaining a driver's licence. Whether or not an applicant will be granted a licence will depend upon whether or not the Council can be satisfied that the applicant is a fit and proper person to hold such a licence.

The Council may fail to be satisfied that an applicant is a fit and proper person to hold a driver's licence for any good reason. If adequate evidence of good character and record is not adduced or if there is good reason to question or doubt the evidence provided then that could amount to good reason to refuse a licence.

In considering evidence of an applicant's good character and fitness to hold a driver's licence, where previous convictions or other information relating to criminal matters is disclosed the Council will consider the nature of the offence, when it was committed, the date of conviction, the applicant's age when the offence was committed and any other factors which might be relevant. Where an applicant has been convicted of a criminal offence the Council cannot review the merits of the conviction (*Nottingham City Council v. Mohammed Farooq (1998)*).

The following guidelines, relating to the relevance of convictions, have been drawn up in accordance with government advice contained in Department of Transport Circular 2/92 and Home Office Circular 13/92. The Council has adopted these guidelines for use in determining applications for hackney carriage and private hire vehicle drivers' licences and also to be taken into account by the Council when dealing with applications for the renewal of existing driver's licences and when considering whether to suspend or revoke an existing driver's licence.

The guidelines do not deal with every type of offence. However, offences described in the guidelines and similar offences, though differently entitled in any statutory provision, modification or re-enactment, will be taken into account in accordance with the guidelines.

Any applicant refused a driver's licence on the grounds that the Council is not satisfied he is a fit and proper person to hold such a licence has a right of appeal to the magistrates' court within 21 days of the notice of refusal.

NOTE: In the Council's view this statement and the guidelines that follow are compatible with the rights and freedoms under the European Convention on Human Rights.

GENERAL POLICY

1. Each case will be decided on its own merits.
2. Applicants must have held a full UK driving licence for at least 1 year and this will be calculated from the date of issue of a full licence.
3. Applicants will be required to apply to the Criminal Records Bureau (CRB) authorising it to disclose any record of conviction to the District Council. You will have to pay the relevant fee and produce various documents to the Council as evidence of identity. The Council will have to countersign the form before it is sent to the CRB. Licensing staff will provide assistance in completing the form.
4. The overriding consideration is the safety of the public. The Council has a duty to ensure so far as possible that those licensed to drive hackney carriage and private hire vehicles are suitable persons to do so, that they are safe drivers with good driving records and adequate experience, sober, courteous, mentally and physically fit, honest and not persons who would take advantage of their employment to abuse or assault passengers.
5. A person with a current conviction for a serious crime need not be permanently barred from obtaining a licence but should be expected to remain free of conviction for 3 to 5 years, according to the circumstances, before an application is entertained.
6. Some discretion may be appropriate if the offence is isolated and there are mitigating circumstances. Similarly, multiple offences or a series of offences over a period of time are likely to give greater cause for concern and may demonstrate a pattern of inappropriate behaviour which will be taken into account. The overriding consideration should always be the protection of the public.
7. The following examples afford a general guide on the action which might be taken where convictions are disclosed:-

MINOR TRAFFIC OFFENCES.

Isolated convictions for minor traffic offences should not prevent a person from proceeding with an application. However, the number, type and frequency of this type of offence will be taken into account and if there are several offences of this nature the applicant will normally be expected to show a period free of conviction of at least 6 months.

In particular, an application will normally be refused where the applicant has 12 or more penalty points on his D.V.L.A. licence (whether or not the applicant was convicted by a court for the offences for which the points were imposed) or where the applicant has more than one conviction for this type of offence within the last 6 months.

Offences covered under this section include:

AC10	Failing to stop after an accident.
AC20	Failing to give particulars or report an accident within 24 hours.
AC30	Undefined accident offence.
CU10	Using a vehicle with defective brakes.
CU20	Causing or likely to cause danger by reason of use of unsuitable vehicle or using a vehicle with parts or accessories (excluding brakes, steering, tyres) in a dangerous condition.
CU30	Using a vehicle with defective tyres.
CU40	Using a vehicle with defective steering.
CU50	Causing or likely to cause danger by reason of load of passengers.
LC10	Driving without a licence.
MS10	Leaving a vehicle in a dangerous position.
MS20	Unlawful pillion riding.
MS30	Play-street offences.
MS40	Driving with uncorrected defective eyesight or refusing to submit to a test.

MS70	Driving with uncorrected defective eyesight.
MS80	Refusing to submit to an eyesight test.
MW10	Contravention of Special Road regulations (excluding speed limits).
PC20	Contravention of Pedestrian Crossing regulations with moving vehicle.
PC30	Contravention of Pedestrian Crossing regulations with stationary vehicle.
PL10	Driving without 'L' plates.
PL20	Not accompanied by a qualified person.
PL30	Carrying a person not qualified.
PL40	Drawing an unauthorised trailer.
PL50	Undefined failure to comply with conditions of a Provisional Licence.
SP10	Exceeding goods vehicle speed limit.
SP20	Exceeding speed limit for type of vehicle (excluding goods or passenger vehicle).
SP30	Exceeding statutory speed limit on a public road.
SP40	Exceeding passenger vehicle speed limit.
SP50	Exceeding speed limit on a motorway.
SP60	Undefined speed limit offence.
TS10	Failing to comply with traffic light signals.
TS20	Failing to comply with double white lines.
TS30	Failing to comply with a 'stop' signal.
TS40	Failing to comply with direction of a constable or traffic warden.
TS50	Failing to comply with traffic sign (excluding 'stop' sign, traffic lights or double white lines).
TS60	Failing to comply with school crossing patrol sign.
TS70	Undefined failure to comply with a traffic direction or sign.

MAJOR TRAFFIC OFFENCES.

An isolated conviction, without disqualification, for a major traffic offence will require careful consideration of the facts and will at the very least merit a warning as to future driving and advice on the standard expected of hackney carriage and private hire vehicle drivers. However, where the conviction is within 6 months prior to the date of application, or where there is more than one conviction of this type of offence within the last 2 years, the application will normally be refused and no further application should be considered until a period of 3 years, free from convictions, has elapsed.

Offences covered under this section include:

CD10	Driving without due care and attention.
CD20	Driving without reasonable consideration for other road users.
CD30	Driving without due care and attention or without reasonable consideration for the other road users.
IN10	Using a vehicle uninsured against third party risks.
BA10	Driving whilst disqualified by order of Court.
BA20	Driving whilst disqualified under age.

An application received which details one of the following offences on the D.V.L.A. driving licence (DD30, DD60, DD70, MS50) will automatically be refused, or a current licence suspended or revoked. No further application will be approved until such time as that conviction is removed under the Rehabilitation of Offenders period. Other offences covered in this section (UT10, UT20, UT30, UT40) will be treated under the dishonesty/violence category.

DD30	Reckless driving.
DD60	Manslaughter or culpable homicide.
DD70	Causing death by reckless driving.
MS50	Motor racing on the highway.
UT10	Taking or driving away a vehicle without consent or an attempt thereat.
UT20	Stealing or attempting to steal a vehicle.
UT30	Going equipped for stealing or taking a motor vehicle.
UT40	Taking or attempting to take a vehicle without consent, driving or attempting to drive a vehicle knowing it to have been taken without consent, allowing oneself to be carried in or on a vehicle knowing it to have been taken without consent.

DISQUALIFICATION.

Where a period of disqualification has been imposed, an application will not be considered until the D.V.L.A. driving licence has been restored for a period of 12 months and no further motoring conviction has been endorsed on it in that period. Should the D.V.L.A. licence demonstrate a further conviction since the disqualification period, then a 12 month period must elapse from the date of the last conviction on the D.V.L.A. licence before an application is approved.

TOTTING-UP.

In 'totting-up' cases where disqualification is considered by the court, even if the court does not disqualify a driver (eg because of exceptional circumstances) the Council is likely to refuse a hackney carriage or private hire driver's licence application and the applicant will normally be expected to show a period of 12 months free from conviction from the date the court made its finding of exceptional circumstances justifying the non-disqualification.

DRUNKENNESS - with a motor vehicle:

A serious view should be taken of convictions of driving or being in charge of a vehicle while under the influence of drink. An isolated incident should not necessarily debar an applicant but strict warnings should be given as to future behaviour.

More than one conviction for these offences should raise grave doubts as to the applicant's fitness to hold a licence. At least 3 years should elapse (after the restoration of the driving licence) before an applicant is considered for a licence.

Offences covered under this section include:

DR10	Driving or attempting to drive with alcohol level above limit.
DR20	Driving or attempting to drive while unfit through drink or drugs.
DR30	Driving or attempting to drive then refusing to supply a specimen for analysis.
DR40	In charge of a vehicle while alcohol level above limit.
DR50	In charge of a vehicle while unfit through drink or drugs.
DR60	In charge of a vehicle then refusing to supply a specimen for analysis.
DR70	Failing to provide a specimen for breath test.

DRUNKENNESS - not with a motor vehicle:

An isolated conviction for drunkenness will not necessarily debar an applicant from gaining a licence. However a number of convictions for drunkenness could indicate a medical problem necessitating critical examination. Each case will be considered on its own facts.

DRUGS.

An application will not be considered until a minimum of 3 years free of conviction is shown.

Offences within this category will include:

1.	Possessing Controlled Drug.
2.	Possessing Controlled Drug with Intent to Supply.
3.	Producing Controlled Drug.
4.	Import Drugs.

INDECENCY OFFENCES.

An application will not be considered until a period of 3 years free of conviction is shown and any application with a conviction within this category will be put before the Licensing & Health Committee for determination.

Offences within this category will include:

1.	Indecent Exposure.	8.	Indecent assault on Female.
2.	Indecent Exposure to the Annoyance of Residents.	9.	Living Off Immoral Earnings.
3.	Indecent Exposure with intent to insult a female.	10.	Prostitution.
4.	Unlawful sexual intercourse.	11.	Possessing or Distributing Obscene Material
5.	Importuning.	12.	Buggery.
6.	Gross indecency with Female.	13.	Rape.
7.	Gross indecency with Male.	14.	Indecent or Nuisance telephone Calls.

VIOLENCE.

An application will not be considered until a minimum period of 3 years free of conviction is shown with the exception of 9,10, and 11 when 2 years for a single offence will be the appropriate period.

Offences within this category will include:

1. Common Assault.	12. Common Assault – Aggravated.
2. Assault – Section 47.	13. Obstruction.
3. Grievous Bodily Harm – Section 20.	14. Robbery.
4. Grievous Bodily Harm – Section 18.	15. Possess Offensive Weapon.
5. Assault - Police.	16. Possess Firearm.
6. Affray.	17. Possess Firearm with Intent.
7. Riot.	18. Criminal Damage.
8. Manslaughter or Culpable Homicide with Driving.	19. Violent Disorder.
9. Using Threatening, Abusive Words or behaviour.	20. Resist Arrest.
10. Breach of the Peace.	21. Arson.
11. Drunk and Disorderly.	22. Murder.

An applicant with a conviction for murder will not be considered.

DISHONESTY.

Hackney carriage and private hire vehicle drivers are expected to be persons of trust. The widespread practice of delivering unaccompanied property is indicative of the trust that business people place in drivers. Moreover, it is comparatively easy for a dishonest driver to defraud the public by demanding more than the legal fare etc. Overseas visitors can be confused by the change in currency and become "fair game" for an unscrupulous driver.

A serious view will therefore be taken of any conviction involving dishonesty. In general, a period of 3 to 5 years free of conviction should be required before entertaining an application.

Offences in this category will include:

1. Theft.	12. Conspiracy to Defraud.
2. Theft – Shoplifting.	13. Obtain Money by Deception.
3. Theft – Employee.	14. Obtain Money by Forged Instrument.
4. Theft – From Vehicle.	15. Deception.
5. Burglary & theft – Dwelling.	16. False Accounting.
6. Burglary & Theft – Non Dwelling.	17. False Statement to Obtain Benefit.
7. Burglary – Aggravated.	18. Going Equipped.
8. Fraudulent Use.	19. Taking/Driving or Attempt to Steal Vehicle.
9. Handling.	20. Allow to be Carried in Stolen Vehicle.
10. Receiving.	21. Perverting the Course of Justice.
11. Forgery.	

Handling, Use, Retention and Disposal of CRB Disclosure Information

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess the suitability of applicants for taxi licenses, Suffolk Coastal District Council complies with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies with the obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.

CRB Code of practice can be viewed at http://www.crb.gov.uk/PDF/code_of_practice.pdf.

CONDITIONS TO BE ATTACHED TO HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE DRIVERS' LICENCES

1. CONDUCT OF DRIVERS.

- a)* Drivers shall adopt a presentable, clean and tidy appearance at all times by wearing:
- i) a collared shirt. If a tie is not worn the top button of the garment may be unfastened. A polo shirt which is plain in colour and carries a small simple logo may be worn. T Shirts are not acceptable;
 - ii) tailored trousers (tailored shorts may be worn during the period May - September inclusive). Smart jeans may be worn;
 - iii) a jumper and/or jacket if appropriate;
 - iv) appropriate driving shoes (sandals with no heel strap, flip flops and carpet slippers are not acceptable)

Note: *Female drivers may wear an appropriate dress/skirt and top in lieu of items i) and ii). High heeled shoes (over 1½"/3.5 cm) are not acceptable.*

- b)* Drivers shall behave in a civil and orderly manner at all times, to passengers, to other road users and to members of the public. In particular, without the consent of the hirer, a driver will not:
- i) eat or drink in the vehicle;
 - ii) play any radio or other sound producing equipment, other than for the purpose of sending and receiving messages in connection with the operation of the vehicle. Any such equipment will be operated at a volume which does not cause nuisance or annoyance to any person, whether inside or outside the vehicle.

- c) Drivers shall carry out a daily inspection of the vehicle to check;
- i) Seat belts
 - ii) Fluid levels
 - iii) Tyres
 - iv) Windscreen washers and wipers
 - v) Lights
 - vi) Fire Extinguisher
- reporting any defects to the vehicle proprietor and arranging for them to be rectified before commencing work.

- d) Drivers shall notify the Council in writing and within seven days of:
- i) any change of address
 - ii) any conviction imposed during the period of the licence.
 - iii) any endorsement/speeding offence on DVLA licence. This includes receiving a Fixed Penalty Summons in the post following being caught on a fixed camera or camera van, and receiving a Fixed Penalty Summons on the spot after being caught by a police officer with a camera.
 - iv) any change in medical circumstances as described in the Council's 'Statement of Medical Standards'

- e) Drivers shall wear the identification badge issued by the Council at all times when operating a licensed vehicle. On expiry of the licence the badge will be returned immediately to the Council

2. CARRYING PASSENGERS.

- a)* The driver will arrive punctually at the appointed time and place to pick up a passenger, unless delayed or prevented by a sufficient cause. If driving a modified private hire vehicle, the driver shall carry a copy of the hire agreement relating to the journey.
- b) Except when picking up from commercial premises where such action is inappropriate, a driver will call personally at the appointed place to announce arrival. He/she will not sound the car horn for this purpose.

- c)* A driver will provide reasonable assistance with loading and unloading of luggage and shopping and ensure that the passenger enters and leaves the vehicle safely.
- d)* A driver will take all reasonable steps to ensure that passenger(s) are conveyed safely to their destination(s). Where a journey is being carried out by a private hire driver, the destination(s) shall be that/those agreed by the private hire operator when the journey was booked.
- e)* A driver will only carry additional passengers with the consent of the hirer and the number of passengers must not exceed the number for which the vehicle is licensed. Passengers under 10 years old must be conveyed in the rear of the vehicle.
- f) The driver will take the shortest route by distance unless the passenger specifically requests an alternative route.

3. **CARRYING ANIMALS.**

A driver must not refuse to carry a guide dog when requested to do so, but has discretion to carry any other animal in the custody of or with the agreement of the hirer provided it is kept under control at all times. Animals must not be carried on the seats of the vehicle. *Note: The Disability Discrimination Act 1995 requires drivers to carry guide, hearing and other assistance dogs accompanying disabled people unless the driver has obtained exemption on medical grounds.*

4. **CHARGING.**

- a)* If the vehicle is fitted with a meter it must be used as follows, unless a mutually agreed price has been pre-arranged:
 - i) the meter must be switched on immediately prior to the commencement of the journey;
 - ii) the meter reading must be illuminated and must not be cancelled until the journey has been paid for, unless credit is to be given. The driver will not demand a fare greater than that displayed on the meter.
- b) If the vehicle is not fitted with a meter the driver will check the fare agreed between the hirer and the operator before the journey begins and will not demand a greater fare.
- c) A receipt will be provided on request.

5.* **ON COMPLETION OF THE JOURNEY.**

As soon as practicable after each journey the driver will search the vehicle for any property accidentally left there. If such property is found or handed to the driver by a subsequent passenger, the driver will:

- a) as soon as possible, and in any event within 48 hours if not sooner claimed by or on behalf of the owner, take the property to the Council Offices, Melton Hill, Woodbridge and obtain a receipt.
- b) be entitled to receive an amount equal to 5p in the pound of its estimated value (or the fare for delivering it to the Council Offices, whichever is the greater) from the person reclaiming the property.
- c) if the property is not reclaimed it will be returned to the driver after a period of six months.

6. **GENERAL CONDITION**

- 6.1 A licence obtained by any form of payment that is subsequently dishonoured will render the licence invalid. The licence document and driver's badge must be returned to the Council until an alternative form of acceptable payment is made.
- 6.2 The licence document and driver's badge remain the property of the Council and it must be informed forthwith if lost or stolen.

*Hackney carriage drivers should also refer to the Hackney Carriage Byelaws

HACKNEY CARRIAGE BYELAWS

Made under section 68 of the Town Police Clauses Act 1847, and section 171 of the Public Health Act 1875, by the Suffolk Coastal District Council with respect to hackney carriages in the Suffolk Coastal District.

Interpretation

1. Throughout these byelaws "the Council" means the Suffolk Coastal District Council and "the district" means the Suffolk Coastal District.

Provisions regulating the manner in which the number of each hackney carriage corresponding with the number of its licence, shall be displayed.

- 2 a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage, or on plates affixed thereto.
- b) A proprietor or driver of a hackney carriage shall:-
 - I. not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire;
 - II. not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

Provisions regulating how hackney carriages are to be furnished or provided.

3. The proprietor of a hackney carriage shall:-
 - a) provide sufficient means by which any person in the carriage may communicate with the driver;
 - b) cause the roof or covering to be kept water-tight;
 - c) provide any necessary windows and a means of opening and closing not less than one window on each side;
 - d) cause the seats to be properly cushioned or covered;
 - e) cause the floor to be provided with a proper carpet, mat, or other suitable covering;
 - f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
 - g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
 - h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use; and
 - i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.
4. The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached, and maintained as to comply with the following requirements, that is to say:-
 - a) the taximeter shall be fitted with a key, flag or other device, the operation of which will bring the machinery of the taximeter into action and cause the word "**HIRED**" to appear on the face of the taximeter;
 - b) such key, flag, or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
 - c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare [not exceeding]* the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance and time in pursuance of the tariff fixed by the Council;
 - d) the word "**FARE**" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring; and

- f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the district in their several employments, and determining whether such drivers shall wear any and what badges.

5. The driver of a hackney carriage provided with a taximeter shall:
 - a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
 - b) before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said key, flag or other device, so that the word "**HIRED**" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring; and
 - c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is between half an hour after sunset and half an hour before sunrise and also at any other time at the request of the hirer.
6. A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.
7. The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:-
 - a) proceed with reasonable speed to one of the stands appointed by the Council;
 - b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction; and
 - d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.
8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not make use of the services of any other person for the purpose of importuning any person to hire such carriage.
9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
11. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.
12. If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and, when hired, wear that badge in such position and manner as to be plainly visible.

13. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:-

- a) convey a reasonable quantity of luggage;
- b) afford reasonable assistance in loading and unloading; and
- c) afford reasonable assistance in removing it to or from the entrance of any building, station, or place at which he may take up or set down such person.

Provisions fixing the rates or fares to be paid for hackney carriages within the district, and securing the due publication of such fares.

14. The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate or fare prescribed by the Council the rate or fare being calculated by distance and time unless the hirer expresses at the commencement of the hiring his desire to engage by time.

Provided always that where a hackney carriage furnished with a taximeter shall be hired by distance and time the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter, save for any extra charges authorised by the Council which it may not be possible to record on the face of the taximeter.

15.

- a) The proprietor of a hackney carriage shall cause a statement of the fares fixed by the Council to be exhibited inside the carriage, in clearly distinguishable letters and figures.
- b) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

Provisions securing the safe custody and re-delivery of any property accidentally left in hackney carriages, and fixing the charges to be made in respect thereof.

16. The proprietor or driver of a hackney carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.

17. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:-

- a) carry it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner, to the office of the Council, and leave it in the custody of the officer in charge of the office on his giving a receipt for it; and
- b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the office of the Council, whichever be the greater) but not more than five pounds.

Penalties

18. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding Level 2 on the standard scale and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction therefore.

*The words in brackets may be substituted with "equal to" subject to amendment of the byelaws.

PENALTY POINTS SCHEME

1. General Purpose

The purpose of this licensing scheme is to give licensees clear guidance about the consequence of non-compliance with the Council's licensing requirements.

Where appropriate, the Council's Licensing staff have discretion to give a verbal warning for a first offence in any category, but subsequent offences will be subject to penalty points in accordance with this scheme.

In circumstances where the imposition of penalty points may not be appropriate, a licensee may be required to appear at a Licensing Hearing.

2. Interpretation

The penalty point scheme is generally self-explanatory but the following situations may require further explanation:

- a) Where a licensee is an owner/driver, are both licences suspended when a total of 12 penalty points have accrued, some against the driver's licence and others against the vehicle?

No. The scheme states that, where a licensee incurs **more than** 12 penalty points in period of three years, the licence will be suspended. Penalty points will accrue against either the vehicle or the driver licence and any suspension will only apply when 12 points have accrued against one or the other.

- b) What is the position where a licensee owns multiple vehicles?

Following the same logic, points will accrue against particular vehicle licences and only those licences where the 12 point ceiling is exceeded will be suspended. This may mean that a proprietor owning several vehicles could incur a substantial number of penalty points without ever having a vehicle licence suspended. However, if a profile emerges that a proprietor has penalty points against all or most of the vehicles in his fleet, the Council could consider whether he/she is a 'fit and proper person' to be a licensee.

- c) What happens when a vehicle is changed?

The licence number remains constant when the vehicle is changed. Therefore, once penalty points are endorsed on a vehicle licence they will remain valid, even if the vehicle is changed in the meantime.

- d) What happens when a vehicle licence is transferred?

In this scenario any penalty points recorded on a vehicle licence would become null and void. It would not be fair or reasonable to transfer the penalty points incurred by one licensee to another.

3. Procedure for awarding Penalty Points

Prior to the imposition of penalty points, a licensee will be notified of the offence, and the number of penalty points which will be awarded against him/her.

Where an offence is subject to variable penalty points, the number to be awarded will be decided by the Council's Democratic & Licensing Service Manager after due consideration of the facts of the case.

Licensees will be given 14 days in which to appeal. If no appeal is lodged within that period, penalty points in accordance with the notice will be recorded against the licensee and endorsed in his/her document book.

4. **Rehabilitation from Penalty Points**

Penalty points will be removed from a licensee's record 3 years after the date on which they were recorded or after a period of suspension has been served.

5. **Suspension of Licence**

Where a licensee incurs more than 12 penalty points in any three year period, the licence will be suspended, the length of the suspension being one day for each penalty point. Once a period of suspension has been served, all the penalty points relating to that period of suspension will be removed from the licensee's record.

A licensee may appeal to the Magistrates' Court against suspension of a licence.

6. **Appeals**

Where an appeal is lodged within the 14 day period, penalty points will not be recorded until such time as the appeal has been heard.

The Senior Licensing Officer, in consultation with the Chairman of the Licensing & Health Committee, will determine appeals. A subsequent appeal to a Licensing Hearing will be permitted in cases where a licensee is aggrieved at the number of penalty points awarded in accordance with Group 4 of the scheme (Variable penalty points).

GROUP 1: 5 PENALTY POINTS

- 1.1 Failure to maintain vehicle in accordance with the requirements of the law.
- 1.2 Any action which invalidates the insurance cover for the vehicle.
- 1.3 Carrying more passengers than the vehicle is licensed for.
- 1.4 Failure to report an accident/damage to the vehicle.
- 1.5 Failure to report a change in medical circumstances as described in the Council's 'Statement of Medical Standards'.

GROUP 2 : 4 PENALTY POINTS

- 2.1 Failure to maintain a clean and tidy vehicle.
- 2.2 Failure to maintain presentable, clean and tidy appearance and wear appropriate clothing and footwear
- 2.3 Failure to carry out daily vehicle check.
- 2.4 Failure to wear driver's badge.
- 2.5 Refusal to carry guide dog when requested to do so.
- 2.6 Failure to provide receipt when requested.
- 2.7 Failure to display identification plates correctly.
- 2.8 Failure to display fare tariff correctly (Hackney Carriage Proprietors Only).
- 2.9 Leaving vehicle unattended (Hackney Carriage Drivers Only).
- 2.10 Failure to disclose a driving conviction (failure to disclose any driving conviction will result in appearance before a Licensing Hearing)

GROUP 3 : 3 PENALTY POINTS

- 3.1 Failure to notify the Council of change of address.
- 3.2 Failure to produce documents to the Council as required.
- 3.3 Failure to return identification plates and licences on renewal.

GROUP 4 : VARIABLE PENALTY POINTS (Maximum 12 points)

- 4.1 Complaint found to be justified relating to
 - a) Civil and orderly behaviour
 - b) Promptness of arrival (failure to comply with drivers' licence condition 2(a))
 - c) Announcement of arrival (failure to comply with drivers' licence condition 2(b))
 - d) Failure to assist passenger
 - e) Incorrect charging procedures
 - f) Compromising safety of passenger
 - g) Complaint found justified relating to failure to complete journey in accordance with the contract made by the passenger with the private hire operator.
- 4.2 Failure to disclose conviction (to be decided in relation to seriousness of offence – a driving conviction will incur same penalty points as on a DVLA licence if over 4 points – refer to Group 2.10).

CONDITIONS TO BE ATTACHED TO HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENCES

1. The vehicle shall comply at all times with the law and the licensee shall produce such evidence of insurance, MOT, registration and excise licence as the Council may require.
2. The vehicle must pass the Council's "mid term" mechanical inspection as required approximately 6 months after the issue of the licence.
3. The vehicle must comply with
 - a) The Council's vehicle specification
 - b) The Council's manual of inspection standards
 whilst this licence is in force.
4. The vehicle must be maintained so that:
 - a) It is free of unpleasant odours
 - b) It has a clean interior which includes
 - i) Seats which are not stained, clear of food debris and animal hairs
 - ii) Carpets which are not stained, clear of food debris, mud and dirt
 - iii) Clean ashtrays
 - c) It has a clean exterior, which includes door arches and sills which are clear of dirt, oil and grease.
 - d) A clean and tidy boot so that luggage is not soiled.
5. The licensee shall notify the Council in writing and within seven days of:
 - a) any change of address
 - b) any conviction imposed during the period of the licence.
 - c) any endorsement/speeding offence on DVLA licence. This includes receiving a Fixed Penalty Summons in the post following being caught on a fixed camera or camera van, and receiving a Fixed Penalty Summons on the spot after being caught by a police officer with a camera.
 - d) any change in medical circumstances as described in the Council's 'Statement of Medical Standards'.
- 6 A licence obtained by any form of payment that is subsequently dishonoured will render the licence invalid. The licence document and vehicle identification plates must be returned to the Council until an alternative form of acceptable payment is made.
- 7 The licence document and vehicle identification plates remain the property of the Council and it must be informed forthwith if lost or stolen.

CONDITIONS ATTACHED TO PRIVATE HIRE OPERATORS LICENCE

1. The Licensee shall keep records (*in written or computer format*) of all journeys undertaken by vehicles operated by him in a manner approved by the District Council. *Records shall include:-*
 - (1) Records of all journeys booked with a private hire operator (regardless of whether a hackney carriage, private hire vehicle or *modified private hire vehicle* will be used to carry out the journey) *shall be kept*.
 - (2) Each booking shall be entered into the register at the time it is made.
 - (3) The date of the journey shall be clear, either against each entry or at the beginning of each day. The register will be kept in date order.
 - (4) Each entry shall contain the following information:-
 - (a) the name of the hirer
 - (b) the time the vehicle is required
 - (c) the pick-up point
 - (d) the destination specified by the hirer when the booking is made
 - (e) the driver employed to carry out the booking, or, if the booking was transferred to another private hire vehicle operator, the name of that operator. If the call sign is used to identify the driver each call sign will be unique to a driver.
 - (5) In addition to the above, where a modified private hire vehicle is employed, a copy of the written confirmation provided to the hirer and driver of the vehicle shall be kept available for inspection.
 - (6) The records of all vehicles employed by a private hire vehicle operator shall include the:-
 - (a) vehicle owner
 - (b) registration number
 - (c) details of vehicle insurance and its expiry date
 - (d) details of MOT and its expiry date
 - (e) details of hackney carriage, private hire vehicle or modified private hire vehicle licence and its expiry date.
 - (f) the name of the driver of such vehicles and the unique call sign allocated to such drivers
 - (g) if modified private hire vehicles are employed, details of DVLA driving licence including Class of vehicle driver is entitled to drive
 - (h) details of hackney carriage or private hire vehicle driver's licence and expiry date
 - (i) the dates and times during which each vehicle is employed.

All the above records (or the relevant pages if the records are kept in loose-leaf form, or print-out if computerised) shall be available for inspection at any reasonable time without notice by an authorised officer of the Council. Such officer shall be empowered to take the books from the premises if necessary.

2. The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-
 - (a) Ensure, when a private hire vehicle has been hired, that:-
 - (i) the vehicle and driver, unless delayed or prevented by sufficient cause, punctually attend the appointed time and place;
 - (ii) the vehicle and driver complete the journey as agreed with the hirer;

- (iii) a means by which the driver of the vehicle can report any delays or difficulties which may occur throughout the journey is provided;
 - (iv) appropriate assistance is provided in the event of difficulty.
 - (b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.
 - (c) Ensure that any waiting area provided by the operator has adequate seating facilities.
 - (d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.
3. The operator shall notify the Council in writing
- (a) Immediately upon the receipt of any complaints concerning a contract for hire, or purported contract, relating to or arising from his business and of the action (if any) which he proposes to take.
 - (b) Within seven days of any change of his address (including any address from which he operated or otherwise conducts his business as an operator) during the period of the licence.
 - (c) Within seven days of any other change in the business arrangements. This includes communication equipment, record formats and the vehicles and drivers used to carry out booked journeys.
 - (d) Within seven days of any conviction imposed on him (or if the business is a company or partnership, on any directors or partners) during the period of the licence.
4. In addition to the above, if modified private hire vehicles are employed to carry out journeys the following conditions also apply:
- (a) Only bookings made at least 24 hours in advance of the journey commencement time may be accepted
 - (b) Written confirmation of the of the booking must be provided to the hirer and to the driver of the vehicle stating:
 - i) the name and address of the hirer
 - ii) details of the journey (time, pick-up point and destination and return, if any)and the date on which the booking is made
 - iii) charge
 - iv) a statement as to the maximum number of passengers that may be carried in the vehicle.
 - (c) Only licensed private hire vehicle drivers that hold a valid DVLA Group 2 licence permitting them to drive large goods vehicles, buses and coaches may carry passengers in such vehicles.
5. A licence obtained by any form of payment that is subsequently dishonoured will render the licence invalid. The licence document must be returned to the Council until an alternative form of acceptable payment is made.

The licence document remains the property of the Council and it must be informed forthwith if lost or stolen.

CUSTOMER CARE STATEMENT EXAMPLE

You are entitled to expect us:

To provide an efficient service

by dealing with your enquiry promptly

by providing staff who are trained to handle your booking enquiry and your journey expertly and competently

by keeping our costs down

To help you

by being courteous at all times

by identifying ourselves. All staff will wear a badge

to understand your rights and obligations

To be accountable for what we do

by setting standards

by treating you fairly if we fail to live up to those standards