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## **Declarations of Interest**

Any Member attending the meeting is reminded of the requirement to declare if he/she has a personal interest in any item of business, as defined in the Code of Conduct. If that interest is a prejudicial interest as defined in the Code the Member should also withdraw from the meeting.

## **A G E N D A**

(Pages)

1. **Apologies for Absence**
2. **Minutes**  
  
To confirm the minutes of the meeting of the Committee held on 29 June 2016. (5 - 6)
3. **Hackney Carriage and Private Hire Licensing Policy** (7 - 14)  
  
*Appendix 1* (15 - 120)  
*Appendix 2* (121 - 126)  
*Appendix 3* (127 - 152)  
*Appendix 4* (153 - 154)
4. **Licensing Act 2003 - Premises / Club Premises Applications Pending**  
  
To note the report of the Director of Services. (155 - 156)
5. **LA03 Sub-Committees** (157 - 158)
6. **Hackney and Private Hire Sub-Committee Determinations** (159 - 160)
7. **Hackney Carriage and Private Hire Licensing**  
  
To note the report of the Director of Services. (161 - 162)
8. **Licensing of Street Collections**  
  
To note the report of the Director of Services. (163 - 164)
9. **Any other Business**  
  
To consider any other business the Chairman decides is urgent.

The next meeting is due to take place on Wednesday, 25 January 2017

**LICENSING COMMITTEE**

**Meeting - 29 June 2016**

Present: Mr Walters MBE (Chairman)  
Mr D Smith, Mrs Jordan, Mr Pepler, Mr Read, Mr Samson,  
Mr Sandy, Mr Sangster and Mrs Lewis

Apologies for absence: Mr Hogan

5. **MINUTES**

The minutes of the meeting of the Licensing Committee held on 23 March and 10 May 2016 were received.

6. **LICENSING ACT 2003 - OFFICER DETERMINATIONS**

The Committee received a report which informed Members of Officer Determinations during the period 3<sup>rd</sup> March 2016 to 7<sup>th</sup> June 2016.

**RESOLVED** that the report be noted.

7. **FILM CLASSIFICATION AND RECLASSIFICATION UNDER THE LICENSING ACT 2003**

The Committee considered a report regarding Film classification and reclassification under The Licensing Act 2003.

Officers explained to Members of the Committee that a request for film classification had led to the creation of a Policy that would deal with such requests. The report detailed that the Licensing Act does bestow local authorities with the responsibility for film classification, but that this is normally carried out by the BBFC.

The draft policy, attached as Appendix 1, proposed that the Council would follow the BBFC guidance to ensure that classifications are considered in line with the requirements of the Licensing Act and statutory guidance. The Committee were made aware that the function would be delegated to the Head of Healthy Communities in order that officers would be able to carry out the work required for each request, thereby preventing the need for the arrangement of a sub-committee, allowing requests to be dealt with as efficiently as possible. It was further noted by the Committee that the Head of Healthy Communities could waiver his delegation if considered appropriate for sub-committee to consider a classification case.

After questions from Members, it was clarified that the fees proposed ensure cost recovery, with £47 estimated to be the hourly cost of a Healthy Communities officer, and the time required for the administration of such a request. Similarly, the £1 per minute additional fee allows for recovering the cost of viewing the film.

It was therefore **RESOLVED** by the Licensing Committee to:

1. Approve the draft policy for dealing with the classification of films for adoption with immediate effect
2. Agree to adopt the Guidance issued by the BBFC to assist in the classification and re-classification of films.

It was further agreed that the Licensing Committee **RECOMMEND** to Council that:

1. The Head of Healthy Communities be authorised to determine the classification and re-classification of films including appeals under the licensing legislation in accordance with the Policy.
2. All cases not determined by the Head of Healthy Communities under delegated authority be dealt with by the Licensing Sub-Committee.
3. The level of fee for the classification of films be set at £47, plus £1 per minute of the full length of the submitted film, plus any costs associated with the hire of any associated venue or equipment costs.

8. **LICENSING SUB-COMMITTEE**

The Committee received a report which informed members of the Licensing Committee determination during the period 1 March 2016 to 9 June 2016, of which there were none.

**RESOLVED** that the report be noted.

9. **ANY OTHER BUSINESS**

None.

The meeting terminated at 5.12 pm

<b>SUBJECT:</b>	<b>Hackney carriage &amp; private hire licensing policy</b>
<b>REPORT OF:</b>	Interim Director of Services – Anita Cacchioli
<b>RESPONSIBLE OFFICER</b>	Head of Healthy Communities – Martin Holt
<b>REPORT AUTHOR</b>	Nathan March, 01494 732249, nmarch@chiltern.gov.uk
<b>WARD/S AFFECTED</b>	All

## 1. Purpose of Report

- 1.1 This report is to provide the Committee with details of the responses to the 12 week consultation that took place on the draft Hackney carriage and private hire licensing policy, so that these can be considered so that the draft policy can be finalised and recommended for adoption by Council.
- 1.2 Some changes have been proposed to the draft policy as a result of the responses received, and these are detailed in the report and attached draft policy for Members approval.
- 1.3 **RECOMMENDATION**
- 1.4 It is recommended that
- i) The Committee reviews the consultation responses and the proposed amendments to the draft policy as indicated in Appendix 1.
  - ii) The Committee advises whether further changes should be made to the draft policy in line with the consultation responses, with any further minor changes to be agreed by the Head of Healthy Communities in consultation with the Chairman of the Licensing Committee prior to recommendation to Council.
  - iii) Members give particular attention to the window tint levels and door stickers as significant concern was raised regarding these aspects of the draft policy.
  - iv) A recommendation be made to Council to adopt the revised draft policy once changes have been agreed in line with the above recommendations.

## 2. Reasons for Recommendations

- 2.1 Once recommendations i) and ii) have been followed, the responses to the consultation will have been given full consideration, any appropriate changes considered will have been made to the draft policy and it will be fit to be recommended for adoption by Council.

### **3. Background**

- 3.1 A review of the Council's adopted Hackney carriage and private hire policy has been discussed previously by the Licensing Committee on 23<sup>rd</sup> March 2016 and the draft policy approved for consultation by the Committee.
- 3.2 A 12 week consultation period for the draft policy concluded on the 24<sup>th</sup> August 2016.
- 3.3 Consultation with the trade included direct text messaging and a letter to all licensed drivers and operators. The wider consultation involved a dedicated web page on the Council's website, use of social media, and emails to the police, Highways Authority, neighbouring authorities and interested stakeholders e.g. residents groups.
- 3.4 An informal drop in session for members of the trade was held during the consultation to allow any clarifications or items to be considered. A full day was set aside for this so that members of the trade could attend as and when able to do so; members of the Licensing team were available to answer questions the trade had in relation to the draft policy and consultation process.
- 3.5 There were 29 responses to the consultation. 25 from members of the trade, 2 from other licensing authorities and 2 internal responses from the Environmental Health Manager and the Principal Environmental Protection Officer (Strategic Environment).
- 3.6 The overall summary of the comments made in relation to the draft policy and more general comments have been collated and provided as Appendix 2.
- 3.7 A response which was received from another licensing authority is not included with the report as it made suggested amendments (listed in Appendix 2) throughout the full draft policy, a copy with these draft amendments is available on request. These were generally minor amendments, which have been considered and addressed and suggested minor amendments made to the draft policy. All of the other original responses (as submitted to the Council) from the trade and other stakeholders are attached as Appendix 3.

### **4. Draft policy amendments following consultation**

- 4.1 Following consideration of the responses to the consultation, a number of changes (including typographical errors and words of clarification) are proposed to the draft policy, many of these are explained in Appendix 2, with reference to pages that have been amended in the draft policy.



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- 4.2 Significant concerns were raised by the trade with regards to 2 issues which the Council has direct control over through its policy – door stickers and window tints. Given the complex nature in relation to decisions on these 2 issues, further information is provided on each below so that Members can consider whether they are in agreement with the revised draft policy as it is presented in Appendix 1, or would prefer further changes to be made.
- 4.3 Window tints
- 4.3.1 Trade respondents generally felt that the current policy on tints is unfair, and cited that many modern vehicles are produced with higher tint levels than the Council permits. The argument is made that if the tints are legally acceptable, why should licensed vehicles have to have these replaced. However a key point is that vehicles are manufactured for general use and not specifically for use as licensed private hire or hackney carriage vehicles. Purposely built hackney carriage vehicles do not have tinted windows.
- 4.3.2 However, respondents' views were that more and more vehicles are being produced with darker tints, particularly multi-purpose vehicles (MPVs) such as Ford Galaxy (8 currently in the fleet) and Mercedes Vitos (2 currently on the fleet), which are popular vehicles considered by licensees due to their seating capacities. According to respondents, the cost of replacing these windows is potentially around £1000, which is an additional financial burden when replacing their vehicle, if replacement vehicles have unacceptable tints at time of purchase, and may mean that they choose older or lower quality vehicles as a result.
- 4.3.3 The current wording was the subject of a separate review/consultation in 2013 and the views of the trade at that time were taken on board in agreeing the current policy and when reviewing the current policy, the current restrictions for tinted windows were maintained in the draft policy prior to the consultation and reads as follows:
- Glazing*** All vehicles will be tested with a light meter. Any vehicle with a reading lower than the following will not be licensed. Front Windscreen 75%, Front Side Windows 70%, All other Windows 30%. The lower the number the darker the tint
- 4.3.4 Appendix 4 shows the tint levels for a variety of vehicles that are popular within the trade. It shows that the majority of vehicles are suitable under the current tint requirements.
- 4.3.5 There is no case specific evidence available to show that tinted windows have been a factor in any recorded offences being committed in taxis. Although it can be reasonably accepted that windows which allow better vision into a vehicle do

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provide protection to both the driver and the passengers as it is more likely that such an incident may be witnessed by someone outside of the vehicle.

- 4.3.6 Amending tint levels could have an indirect impact on other conditions. Specifically, when vehicle plates are not correctly fixed to a vehicle, these are often placed in the rear windscreen which is not acceptable as they are not fully visible; this will be further exacerbated if a change to the tint policy were to be made, therefore a stronger stance is suggested in terms of failure of a licensee to display the vehicle plate correctly.
- 4.3.7 The tinting of vehicles is linked to minimising solar gain and the use of air-conditioning and fuel economy, which is connected to the Councils aims of promoting sustainability and could be considered to increase the comfort of the passenger.
- 4.3.8 Given the considerations above, together with the information provided in Appendix 4, currently no change has been made to the draft policy.

#### 4.4 Door Stickers

- 4.4.1 There are various pros and cons associated with the requirement to have door stickers, the points raised in the consultation are highlighted below, together with other relevant information.
- 4.4.2 Respondents generally accepted the need for door stickers on private hire vehicles, but felt that they are unnecessary on hackney carriages. Respondents also pointed to the fact that many other authorities do not have door stickers. The table below shows the current situation for other nearby council areas:

<b>Council area</b>	<b>Door stickers for HCV</b>	<b>Door Stickers for PHV</b>
Aylesbury Vale	No	Yes
Wycombe	No	Yes
Chiltern	Yes	Yes
Watford	Yes	Yes
Reading	Yes	Yes
West Berkshire	Yes	No
Wokingham	No	No
Slough	Voluntary (none taken up)	Voluntary (none taken up)
Bracknell Forest	Voluntary	Voluntary

Table 1

- 4.4.3 Table 1 shows that there is no standard approach across authorities in their policies with regards to door stickers.

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- 4.4.4 Some of the responses have suggested that door stickers have led to their car being broken into with the perception being that as they are a licensed vehicle it is more likely that money may have been left in them.
- 4.4.5 Door stickers clearly identify to the passenger that the vehicle is a licensed Hackney Carriage and able to ply for hire in the district.
- 4.4.6 Door stickers include the plate number, this makes it easier for members of the public and for the Council to identify vehicles when necessary.
- 4.4.7 The door stickers currently include a partnership 'together we can' logo and the Thames Valley Police logo. It is felt that these logos are reassuring to members of the public as an indication that the council works with partner agencies, including the police and that all licensed vehicles and drivers are required to undergo regular checks.
- 4.4.8 South Bucks District Council and Chiltern District Council are currently undergoing a rebranding exercise as part of the shared service programme, it would be possible to review the design of door stickers as part of this exercise if considered valuable to do so.
- 4.4.9 Following consideration of the consultation responses and the other information above it is recommended that door stickers continue to be required to be displayed on hackney carriages and private hire vehicles.

## **5. Issues raised during consultation that are not relevant to the review of the current Policy**

- 5.1 A number of issues were raised by the trade as part of their responses to the consultation which are not related to the draft policy, but it is accepted that there are shared concerns within the trade in relation to the issues which frequently featured in responses, so these are highlighted to the committee below.

### 5.2 Consultation period

This is connected to the policy revision, but is not about the contents of the draft policy. The consultation period was 12 weeks, in line with the guidance from the Department for Business Enterprise and Regulatory Reform when there are to be significant changes to such policies. These responses relate mainly to when the drop in session was run which was purposely close to the end of the consultation as the aim of this session was to address any questions that members of the trade had about the proposed changes to the current policy. Unfortunately it appears that many of the drivers and operators contacted did not take the opportunity to read the draft policy for themselves, and used the drop in session to attempt to be

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informed of and then gain an understanding of all of the changes to the adopted policy.

### 5.3 Concerns about national legislation

Section 11 of The Deregulation Act 2015, amended the Local Government (Miscellaneous Provisions) Act 1976, removing restrictions placed on private hire operators which only allowed them to sub-contract to other operators within the same district. The amendment now means that operators are legally permitted to pass jobs to other licensed operators outside of the district, as long as this is done in the right way.

Prior to The Deregulation Act it was not permitted for an operator to pass a booking to another operator licensed in another area, although they could pass bookings to other operators within the same district. The Deregulation Act removed this restriction, and allows jobs to be passed to any other licensed operator (irrelevant of which licensing authority the operator is within) so that one of their vehicles can complete the booking. However, operators cannot pass jobs directly to private hire vehicles licensed by different licensing authorities to their own.

A number of concerns were raised about the lack of control that the Council has over drivers and vehicles working in the district that are licensed by other authorities, but the changes to legislation mean that the Council is not lawfully able to prevent this. The Licensing team will investigate any reports of this being done illegally, but can only take action if contrary to legislation.

### 5.4 Taxi Rank provision

Lack of taxi rank provision is a concern for the trade, given that these have been raised by a majority of respondents the Council may wish to revisit these issues to consider further support to the trade in terms of discussions around rank provision with the highways authority.

### 5.5 Fare levels for MPVs

The trade has also requested that the fares be reviewed so that Multi-Purpose Vehicles that carry more passengers can charge higher rates. However, the adopted fares table does already include an additional charge of £1 per customer over 4 passengers (including dogs where these are not assistance dogs). This charge allows MPV drivers to charge more when they transport larger groups of customers and is considered a fairer way of charging as it ensures that passengers do not pay more purely because the vehicle is an MPV. This is not a policy issue, but can be considered when the fares are next reviewed, and the trade will be able to respond to the associated consultation.

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**6. Corporate Implications**

## 6.1 Legal

The policy affects the approach that the Council will be taking for hackney carriage and private hire licensing. This will impact on the level of compliance and enforcement actions taken.

## 6.2 Equalities Act 2010

The impact of the policy on equalities has been considered whilst conducting the review, and no adverse equality issues have been identified as a result so no further action or mitigation is considered necessary.

**7. Links to Council Policy Objectives**

7.1 The publication of an effective Hackney carriage and private hire policy links to all 3 of the Councils headline objectives:

1. Delivering cost- effective, customer- focused services
2. Working towards safe and healthier local communities
3. Striving to conserve the environment and promote sustainability.

**8. Next Steps**

The next steps will be as stated in the recommendations.

<b>Background Papers:</b>	<p>Draft South Bucks District Council Hackney Carriage and Private Hire Policy as agreed for consultation by the Licensing Committee on 23rd March 2016</p> <p>Hackney carriage &amp; private hire licensing policy &amp; associated documentation adopted 11th December 2007 and reviewed on 12th April 2011.</p> <p>Taxi and private hire vehicle licensing: best practice guidance 2 March 2010.</p>
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# SOUTH BUCKS DISTRICT COUNCIL

[www.southbucks.gov.uk/taxi](http://www.southbucks.gov.uk/taxi)

## **Hackney Carriage and Private Hire Policy**

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## Definitions

For the purpose of this policy -

**The application** shall mean the application made by an individual (or individuals) for the grant or renewal of a licence

**Authorised officer** shall mean any officer within the Council authorised by the Council's scheme of delegations

**The Council** shall mean South Bucks District Council

**Hirer** shall mean any person or persons who from time-to-time hires or books the vehicle

**Licensee(s)** shall mean the person(s) named in the licence

**Operator** shall mean a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976. A private hire operator's licence is required to enable a person to accept or invite bookings for private hire vehicles

**Working day** any day other than a Saturday, a Sunday, Christmas day, Good Friday or a day which is a bank holiday under the Banking and Financial Dealings Act 1971 in any part of the United Kingdom

## Introduction

This policy has been produced pursuant to the powers conferred by the Local Government (Miscellaneous Provisions) Act 1976 and Town Police Clauses Act 1847 which places the duty on South Bucks District Council to carry out licensing functions in respect of hackney carriage and private hire vehicles, drivers and operators.

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In carrying out its said regulatory licensing functions, the Council will have regard to this policy document. Where it is necessary for the Council to depart from this policy, clear reasons will be given for doing so.

Following consultation and adoption by the Council, this policy shall be kept under review and revised as necessary. The Head of Healthy Communities is authorised to make minor amendments to the policy. In addition, amendments to this policy may be authorised without consultation by the Council.

The policy refers to guidance that is available to applicants, drivers operators and proprietors to assist them with the application processes and the running of the service. This guidance, application forms and current fees are available on the South Bucks District Council Website.

## **Background**

Hackney carriage and private hire vehicles have a distinct role to play in an integrated transport system. They are able to provide services in situations where public transport is either not available (for example in rural areas, or outside "normal" hours of operation such as in the evenings or on Sundays), and/or for those with mobility difficulties.

## **South Bucks Council boundary**

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## Practice, guidance & legislation

The Department for Transport (DfT) has national responsibility for hackney carriage and private hire legislation in England and Wales. As a result of the Office of Fair Trading producing a report on the UK hackney carriage and private hire trade, the DfT was asked to produce best practice guidance for local licensing authorities. The latest guidance was issued in March 2010<sup>1</sup> titled 'Taxi and Private Hire Vehicle Licensing: Best Practice Guidance' and represents examples of good or best practice from within England and Wales. However, the

<sup>1</sup> <http://www.dft.gov.uk/publications/taxi-private-hire-licensing/>

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document recognises that licensing authorities may reach their own decisions both on overall policies and on individual licensing matters, in the light of their own circumstances.

The Council has therefore taken account of the DfT guidance to develop this policy.

This policy also takes account of the legislative basis of the Council's taxi licensing powers, including those contained in the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976, as amended.

### **Equality Act 2010<sup>2</sup>**

In addition, the Equality Act 2010 has implications for both hackney carriage and private hire operators and drivers in respect of disabled access to vehicles.

#### **Duties to assist passengers in wheelchairs**

Section 165 places a duty on a driver of designated wheelchair accessible hackney carriages and private hire vehicles. The duties are:

- To convey the passenger while in the wheelchair
- Not to make any additional charge for doing so

If the passenger chooses to sit in a passenger seat;

- To take such steps as are necessary to ensure that the passenger is conveyed in safety and reasonable comfort; and
- To give the passenger such mobility assistance as is reasonably required to enable the passenger to get in or out of the vehicle and to secure/convey the wheelchair as appropriate.

Section 167 of the Equality Act allows licensing authorities to maintain a list of "designated vehicles", that is, a list of wheelchair accessible hackney carriages and private hire vehicles licensed in their area. The consequence of being on this list is that the driver must undertake the duties in section 165. These provisions should be brought into force in the near future.

#### **Guide dogs and assistance dogs (sections 168 to 171 of Equality Act 2010)**

Councils are able to issue certificates to drivers who are exempt by their doctors under strict medical grounds from the duty to carry guide and assistance dogs. Exemption certificates will only be issued when written requirement for this exemption is provided by the drivers registered GP practice.

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<sup>2</sup> [http://www.opsi.gov.uk/acts/acts2010/ukpga\\_20100015\\_en\\_1](http://www.opsi.gov.uk/acts/acts2010/ukpga_20100015_en_1)

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There is comprehensive guidance issued by the DfT in 2010 about the duties to carry guide and assistance dogs and the procedure for granting medical exemptions etc.

## Policy aims & objectives

### Objectives

- the protection of the public
- the maintenance of a professional and respected hackney carriage and private hire trade
- access to an efficient and effective local transport service
- the protection of our local environment.

### Aims

The Council will aim to achieve these objectives in the following ways:

- by ensuring that licensed vehicles do not give rise to a risk to passenger safety
- by ensuring that licensed drivers are fit and proper persons and achieve as high a standard of good practice as is possible
- by ensuring that licensed vehicles meet emissions standards and encouraging the use of low polluting vehicles
- by encouraging the use of vehicles that are more accessible to persons who have disabilities
- by ensuring that licensed vehicles are comfortable and properly insured
- by liaising with the County Council highways department to encourage that taxis and private hire form part of the wider strategic transport and local transport plans
- by working in partnership with a variety of other agencies to support the Council's objective in relation to both the public and the trade
- by reducing the frequency with which licence holders are required to attend the council offices
- by ensuring online accessibility to allow remote application by new and existing licence holders
- by utilising electronic and mobile communication methods including the use of SMS messaging and extranet sites

### Methods

The methods to be employed will be

- work with the taxi and hackney carriage trade to deliver ongoing improvements innovate, and deal with emerging issues
- setting the standards for the licensing of vehicles, drivers and operators
- annual licensing and routine inspection of vehicles, with appropriate follow-up action
- routine inspection of documents, with appropriate follow-up action

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- routine checks of driver's medical fitness and criminal record history during the time the licence is in force and knowledge of the district, highway code and licensing policy as well as driving ability (at the time of application)
- investigation of complaints with appropriate follow-up action
- liaison with Thames Valley Police, neighbouring local authorities and other agencies concerning issues of mutual concern
- prosecution, monitoring of contraventions, suspension or revocation of licences for breach of conditions or legislation
- proper training and development of council officers
- continue to meet [on-going](#) performance and efficiency targets for the service
- provision of information to licensees about good practice and what to expect of any inspecting officer
- promote the use of training/courses for licensees,
- provide mandatory training when it is considered appropriate to do so
- promotional activities to inform and encourage and maintain high standards

In seeking to meet these aims the Council will actively cooperate, assist and seek advice from agencies including:

- Thames Valley Police
- Driver and Vehicle Standards Agency
- Bucks County Council
- Other Local Authorities
- Town and Parish Councils
- Chiltern Railways
- Disclosure and Barring Service
- Department for Transport
- Driving and Vehicle Licensing Agency
- Home Office
- Department for Work and Pensions
- Other relevant agencies and departments

### **Uniformity**

The authority acknowledges the need to act in a consistent and uniform manner and advocates a common-sense approach to the selection of enforcement action and activities.

The following areas are all considered important in achieving uniformity:

- the awareness of and adherence to this policy
- training, qualifications and supervision of staff and training for Members. Regular practical training and update sessions will be essential to ensure uniformity. Use of joint training initiatives with other authorities will also be undertaken
- the [on-going](#) monitoring and auditing of licence holders, testing stations, and activities
- liaising with other enforcement agencies, adjoining authorities and trade bodies.
- compliance with relevant codes of practice/circulars (where not inconsistent with this policy)

### **Administration of licences**

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Applications for licences will only be validated and then determined when all documents and fee (as applicable) are received, as stated within this policy.

The Council will always aim to produce issue licences as promptly as possible. Applications will normally be considered within 28 working days of validation and, depending on circumstances, an application can then be granted, refused or deferred.

### General fees guidance

In the event of an application not leading to the issue of a licence, a refund will be provided with the exception of an administration fee. Other costs incurred by an applicant such as the cost of any medical and DSA test (paid directly to the provider), knowledge test or criminal record check will not be reimbursed.

In the event of a licensed driver or operator surrendering their licence before its expiry, a refund will be provided for any remaining full years of the licence

Where the surrender is as a result of illness certified to the Council by a registered medical practitioner a pro rata refund shall be payable for the remaining full months of the licence.

All licence fees must be paid by credit/debit card or BACSs. In exceptional cases payment by cash or cheque may be considered, but applicants and licensees wishing to pay with these methods should contact the Licensing section in writing with reasons for the request so that this can be considered on a case by case basis.

### Service standards

Subject to amendment from time to time by the Head of Healthy Communities it is the intention of the Council to offer the following service levels:

You are able to contact the licensing team by email, through the website, by appointment in person, or by phone. However, the preferred method of contact is via email to reduce the need for licence holders to travel to the council offices and to allow the team to deal with enquiries as effectively as possible.

The Licensing section can be contacted by phone on 01494 732063 between the following times, 08:30 to 17:30 on Mondays to Thursdays and 08:30 to 17:00 on Fridays.

Although the Council has 28 days to issue a licence upon receipt of a valid application, **the Licensing section will strive to:-**

- Issue a private hire driver / hackney carriage driver licence as promptly as possible and usually within 7 working days of the application being validated
- Issue a private hire / hackney carriage vehicle licence as promptly as possible and usually within 7 working days of the date of receipt of a complete and valid application
- issue change of vehicle licences as promptly as possible and usually within 2 working days of the application being validated

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### **Notification of decisions**

Any notice required to be served by the Council under this licence or under any of the provisions of the Local Government (Miscellaneous Provisions) Act 1976 shall be deemed to have been properly served if sent by pre-paid post to, or left at the last known address of, the holder of the licence.

### **Monitoring**

All documents will be checked for authenticity when submitted. Routine random checks will also occur throughout the year. In addition, visits will be made both to the ranks and to regular trade pick up points to check compliance. Checks of proprietor and operator documents and records will also be made and Taxi ranks/stands and other frequented locations will also be conducted.

The Council will also work in partnership with other agencies and neighbouring authorities to undertake compliance and enforcement activities.

All complaints against licence holders will be monitored and investigated and action taken in line with this policy as appropriate

### **Records**

An up to date electronic record will be kept and maintained of all application details, fees paid, deposits and licences issued, together with the public registers as required by law.

### **Data protection**

All information held on files and databases about an applicant is confidential, under the Data Protection Act 1998. However, the Council is under a duty to protect the public and to protect the public funds it administers, and to this end may use any information provided by an applicant within this authority. The Council is under a duty to maintain Public Registers in accordance with the legislative requirements and all registers will be maintained on line through the Council's Licensing Public Access system

For the purposes of crime prevention, and with the purpose of protecting the public and/or protecting public funds we may also share any information held with other bodies responsible for public functions, where there is a legal basis or a legal obligation to do so. For the most recent Council policy please visit [www.Southbucks.gov.uk](http://www.Southbucks.gov.uk)

### **Safeguarding**

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The Council is committed to ensuring the safety and welfare of all vulnerable persons including children and young people, to whom we provide services directly or indirectly and with whom we come into contact.

Drivers are on the frontline, often coming into contact with people who may be vulnerable, for example because they are young, have learning difficulties, be suffering ill health, or be elderly or who have drunk to excess on a night out, or who may have taken an illegal substance. Such persons may be travelling alone or accompanied by another person.

Sadly there are persons who prey on precisely these people and drivers are often best placed to raise concerns over what they hear or see occurring whilst in their vehicles.

Drivers may also have concerns over the vulnerability of passengers whom are being dropped off at locations in or out of the district. For example drivers in other authorities have reported concerns that young persons are being dropped off at a particular guest house, hotel or house and are either distressed before being dropped off or after they have been picked up as a fare paying passenger.

Information is provided on the Council's website in relation to safeguarding and applicants and licensees have a duty to report matters if they suspect harm.

### **When you have concerns regarding a child**

If you are worried about a young person, you must do something.

There are specialists who can advise you on what to do next. They can also talk to any young person themselves.

If you are concerned about a young person you can contact the First Response Team on 0845 460 0001 or email: [secure-cypfirstresponse@buckscc.gcsx.gov.uk](mailto:secure-cypfirstresponse@buckscc.gcsx.gov.uk)

If you think a child or young person is in immediate danger call 999.

### **When you have concerns regarding an adult**

If you need to speak to someone urgently about a vulnerable adult:

Report abuse: 0800 137915 or email: [safeguardingadults@buckscc.gov.uk](mailto:safeguardingadults@buckscc.gov.uk)

Speak to the adult social care team: 01296 383204

Outside office hours: 0800 999 7677

For up to date information you should visit the safeguarding section of the Bucks County Council website:

<http://www.buckscc.gov.uk/social-care/buckinghamshires-multi-agency-safeguarding-hub>

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### **Abuse of Drivers by member of the public**

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The Council strongly disapproves of any form of abuse, discriminatory or otherwise, directed at drivers by members of the public. However, the Council is not the appropriate authority to investigate such incidents, unless these form part of a counter allegation following a complaint about a driver, in which case information will be obtained from all parties prior to a decision being made on the appropriate action for the Council to take. Incidents of this nature should be reported to the Police via 101 so that they can be investigated. The Council will assist the police with regards to such investigations as far as possible.

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### **Use of mobile applications**

The use of mobile applications (apps) is becoming increasingly common for a wide range of uses, including many taxi companies and private hire operators. The Council supports the use of such innovation, which has many potential public safety benefits.

Apps must be approved by the Council prior to their use, and must not have a negatively impact on public safety.

## **Hackney carriage and private hire driver licences**

Only applicants who comply with the requirements and conditions relating to the licensing of private hire drivers or hackney carriage drivers will be licensed.

Existing drivers must comply with the conditions of their licence, this policy and any relevant legislation during the period of their licence. Failure to do so will result in the consideration of the various sanctions outlined in this policy.

Further, sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 require that "a district council shall not grant a drivers licence to drive a private hire vehicle or hackney carriage unless they are satisfied that an applicant is a fit and proper person".

### **Fit and proper person – information required for an assessment to be made**

To prove that a person is fit and proper person to hold a hackney carriage or a private hire driver's licence or dual licence they must provide evidence of:

- Driving standard – through a specialised DSA hackney carriage drivers test driving test supplied by a Council approved provider (details available on request)
- Medical fitness – on the Council's prescribed form, signed by the applicants GP or medical practitioner
- Criminal history and behaviour – through an enhanced DBS check
- Knowledge of the local area, highway code, legislation and requirements relating to a hackney carriage and private hire and the Council's policy in the form of a 'knowledge test' designed by the Council
- Three references as to their character and reliability

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Details of the above will be obtained and considered at the time of application, together with any other relevant information. A driver will be required to maintain their ability to be a fit and proper person whilst licensed and must report any driving offences, changes to medical conditions, civil or criminal offences for which they have been interviewed or charged.

If the Council suspects that a driver may have fallen short of the standards required. The Council may need to conduct further enquiries to verify any information provided or as to the fitness of a person to hold a licence. By submitting an application for a licence or holding a licence the applicant gives their consent to the release of data where necessary.

Any applicant subsequently found to have provided false information will be dealt with in accordance with the provisions of this policy.

### Driving standard and knowledge

The following requirement must be demonstrated to establish a person's driving standards are acceptable:

- That a valid full EC driver's licence has been held for three years prior to application
- That a person passes a [specialised driving test supplied by a Council approved provider \(details available on request\) Driving Standards Agency \(DSA\) taxi/private hire assessment course](#) prior to application to ensure they are aware of the hazards of driving. The requirement to take a driving course helps ensure a standard of driving. The driving assessment will be conducted by an examiner from the DSA. The applicant must provide a signed copy of the assessment pass certificate before their application can be validated which must be current at the time it is submitted.

Through the written knowledge test assessment drivers will be tested on their knowledge of the local area. In addition, drivers will be tested on policy, related law, customer awareness, and elements of the Highway Code. The test is computerised and is conducted in the Council offices. An application cannot be validated unless the applicant has passed the appropriate knowledge test. Applicants taking the test may not receive assistance from a third party.

Drivers must conduct themselves in a professional manner and collections should be punctual, drivers polite and knowledgeable of local routes, and vehicles should be kept clean and operate in accordance with conditions, byelaws and legislative requirements. Hackney drivers should only charge the meter rate or below.

Drivers must not initiate any dialogue of a "sexual" nature with a passenger [including by telephone contact, social media, email or any other form of communication.](#) Licensed drivers are not permitted to become involved "sexually", or have sexual contact with a passenger, whether consent is given or not and whether or not the vehicle is carrying a fare paying passenger at the time.

Mobile devices can only be used if they have are held in a cradle and are used completely

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hands free.

### **Medical fitness**

Drivers are not required to hold a group II, EC full driving licence, but they will have to demonstrate compliance with the medical standards for a group II licence and will have to provide a medical certificate, on the Council's prescribed form, to this effect. This should be no older than 3 months at the time of the application being completed.

All drivers are required to provide a certificate signed by their registered medical practitioner to declare whether or not they are physically fit to be the driver of a hackney carriage or private hire vehicle. A medical certificate must be submitted at first application, every 3 years up to 60 years of age, and annually thereafter.

Where an existing licensed hackney carriage driver applies to obtain a private hire licence, or vice versa, an additional medical will not be required.

The Council will have regard to the published Department of Transport "best practice" guidance (as updated from time to time) when considering the medical fitness of new applicants with insulin dependent diabetes or existing licence holders diagnosed with insulin dependent diabetes during the duration of their licence.

Where there is reasonable doubt over a driver's fitness, the Council will require the driver to undertake a medical examination by a registered medical practitioner at any time as specified by the Council.

The applicant is responsible for the payment of all fees required for any medical examination.

### **Offender history and behaviour**

When submitting an application for a licence to drive a hackney carriage and/or private hire vehicle, applicants must declare any criminal or civil cautions or convictions they may have, whether they are foreign or domestic.

Even those regarded as 'spent' under the Rehabilitation of Offenders Act 1974, must be declared.

In addition to this applicants must notify us if they have been charged with an offence or have any pending prosecutions and if they have ever had a licence suspended, revoked or refused by another authority.

Failure to declare convictions and/or cautions, or giving false information to obtain a licence is an offence and will be treated very seriously. Likewise, giving false information or withholding information to keep a licence will be treated very seriously.

If an applicant has not been a resident in the UK for a period of five years, they will need to obtain a "certificate of good conduct" or similar document from the relevant embassy.

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Applicants will also need to register with the Disclosure and Barring Update Service and providing consent to the Council carrying out a check with the Disclosure and Barring Update Service, which will disclose any cautions or convictions that they may have. Information received from the DBS will be treated in the strictest confidence, and will be retained on manual and computer records for no longer than is deemed necessary.

Proof of identity is required in order to obtain the Disclosure and Barring Service enhanced disclosure. Applicants will be required to provide, amongst other documents, a birth certificate or valid passport, a copy of their EC full driving licence ~~and~~ two utility bills identifying their address. The full requirements are based on the DBS requirements in operation at the time of application and may therefore be varied by the service from time to time.

Applicants must provide a valid DBS enhanced disclosure certificate (that was issued within the last 3 months) and provide details of all convictions/cautions as part of the application.

Section 111 of the Local Government Act 1972 allows district councils to send the drivers application form to the Police, (or other authorised body) and request the chief officer's observations as to the applicant.

Where an existing driver has been interviewed, charged or convicted of an offence, or other relevant information comes to the attention of the Council (such as a caution or fixed penalty notice being issued) which brings into question whether the driver is still a fit and proper person to hold a drivers licence, action may be taken, as outlined in this policy (page no.).

The existence of a criminal record or disclosure of other information will not necessarily stop any person from gaining or keeping a licence. The decision will be based on the policy on criminal convictions and behaviour on pages ~~\*\*\_\*\*~~ of this policy.

### **Dual driver's licences**

As some individuals may wish to be able to carry out a combination of hackney and private hire work, the Council will provide a dual drivers licence to reduce the burden on the applicant. Dual licence holders are required to comply with any conditions or byelaws that are relevant to the work they are carrying out at any time, which will be dependent on the licensed vehicle being used.

New applicants for dual licences will be required to obtain an additional qualification as part of the application process such as a relevant BTEC or NVQ.

## **Private hire operator licences**

### **Fit and proper person**

Applicants for private hire operator licences are required to pass the private hire knowledge test.

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With regard to criminal convictions/cautions, an operator is not an exempted profession under the Rehabilitation of Offenders Act 1974; therefore only unspent convictions will be taken into consideration when determining whether an applicant is a fit and proper person. In assessing an application for an operator's licence, the policy on criminal convictions and behaviour on pages **\*\*\_\*\*** of this policy will be referred to.

The decision whether to grant or refuse a licence will be based on whether the convictions/cautions were declared, the type of offences and the total number of convictions/cautions recorded against each individual applicant.

The overriding consideration in reaching a decision will be based on whether the operator (the individuals listed as licensees on the application) can fulfil their roles and run the company without posing any likely threat to the general safety of the public.

If a situation arises where an operator licence application from a registered company is likely to be refused solely on the declared convictions of one individual within the organisation, the application may still proceed if the applicant decides to withdraw the name of that individual from the licence application.

Accordingly when submitting an application to be a registered private hire operator you must declare any unspent cautions or convictions you may have, whether they are foreign or domestic. Failure to declare convictions and/or cautions or giving false information to obtain a licence is an offence and will be treated very seriously. Likewise giving false information or withholding information to keep a licence will be treated very seriously. If you have not been a resident in the UK for a period of five years, you will need to obtain a dated 'certificate of good conduct' or similar document from your relevant embassy.

Applicants will need to obtain a basic disclosure certificate which will reveal any unspent convictions or cautions. The Disclosure certificate, issued within the last 3 months, must be submitted with the application in order to validate it.

Where an existing operator has been charged or convicted of an offence, or other relevant information comes to the attention of the Council which brings into question whether the driver is still a fit and proper person to hold an operator's licence, action may be taken, as outlined in this policy

The existence of a criminal record or disclosure of other information will not necessarily stop a person from gaining or keeping a licence. The decision will be based on the policy on criminal convictions and behaviour on pages **\*\*\*\*** of this **pP**Policy, and in accordance with this section.

### **Previous applications**

If anyone named on an application has previously been refused an operator's licence or held an operator's licence which was suspended or revoked elsewhere, they will be expected to provide details of the refusal, suspension or revocation in their application.

### **Planning permission**

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All premises to be used as a private hire operator base or operations running from a residential address will require the appropriate planning consent or permitted development rights for that use class. All applicants must provide a certificate of lawfulness or planning consent in relation to the premises they intend to use.

### **Use of mobile applications**

The use of mobile applications (apps) is becoming increasingly common for a wide range of uses, including many taxi companies and private hire operators. The Council supports the use of such innovation, which has many potential public safety benefits. Apps must be approved by the Council prior to their use, and must not have a negatively impact on public safety.

## **Hackney carriage and private hire vehicle licences**

### **Type of vehicle**

The Transport Act 1985 allows licensing authorities to regulate vehicle standards. Circular 8/86 accompanying the Transport Act, states that authorities will wish to ensure that vehicles are mechanically sound, roadworthy and safe. The following will be applied.

- Only vehicles holding or built to the standards required by the M1, M2 and M3 European whole vehicle type approval will be licensed.
- Any converted vehicles will be required to hold the appropriate low volume type approval certificate in the M classification or the enhanced single vehicle certificate together with the original M type approval.

### **Vehicle standards**

All vehicles must have full vehicle type approval. The authorised testing stations listed are all permitted to undertake vehicle checks on behalf of the Council. In addition, an officer of the Council may require an additional test to be undertaken or the applicant to be directed to a specific testing garage in all cases at the expense of the applicant/licence holder. The officer also retains the option to check any vehicle for standard of condition of appearance.

Only vehicles that comply with the requirements and conditions relating to private hire vehicles/hackney carriage vehicles or non-standard private hire vehicles will be licensed. The vehicle must remain in the condition as determined by those conditions throughout the licensed period. The Council shall refer to its enforcement policy when dealing with licensees who fail to comply with these conditions or relevant legislation.

### **Vehicle age policy**

**AP.1** Subject to paragraph **AP.4**, a licence shall not be granted in respect of any vehicle which is more than seven (7) years old in the case of an application for a new hackney carriage or

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private hire vehicle licence in respect of the vehicle and more than ten (10) years old in the case of an application for the renewal of a licence

**AP.2** Subject to paragraph and **AP.4**, the Council will not allow the transfer of a licence to a vehicle which is more than seven (7) years old

**AP.3** Under paragraphs **AP.1** and **AP.2** the age of the vehicle shall be calculated with reference to the registration documentation for the vehicle.

**AP.4** With reference to the ages of vehicles, in the case of purpose built hackney carriages and of vehicles which are considered to be of an 'exceptional standard' each application will be considered on its own merits prior to a determination being made. The maximum age for licensing of these vehicles shall be twelve (12) years.

In determining an application whereby the vehicle is considered to be of 'exceptional standard' it will be for the applicant to set out in writing why he/she considers the vehicle to be of 'exceptional standard'. A licensing officer will undertake an inspection of the vehicle and also seek information where necessary from the inspecting Mechanic at the vehicle testing station to assess the vehicles mechanical condition.

The relevant officer will make a decision under delegated authority to either grant or renew the licence subject to a special condition requiring six (6) monthly mechanical testing and the production of a compliance test pass certificate to a licensing officer during the duration of the licence. The relevant officer may also make a decision to refuse the licence or to refer any application of concern to the Licensing Sub-Committee for determination.

In determining 'exceptional standard' the following standards should usually be met (but not limited to) -

- The vehicle must pass the Council's mechanical vehicle inspection.
- The bodywork must be in near perfect condition with no signs of panel age deterioration, dents, scratches, stone chips or rust or any other abrasions that may detract from the overall appearance of the vehicle.
- The general paint condition should not show signs of fading, discolouration or mismatching that may detract from the overall appearance of the vehicle.
- The interior trim, panels, seating and carpets etc. should be in excellent condition clean, free of damage and discoloration.
- The vehicle to be in excellent mechanical condition and in all respects safe and roadworthy with no signs of corrosion to the mechanical parts, chassis, underside or body work.
- The boot or luggage compartment must be in good condition, clean and undamaged.
- Passenger areas must be free from damp or any other odours that may cause passenger discomfort

The vehicle service record can also be used as supporting evidence of exceptional condition in that a vehicle of exceptional condition would normally be expected to demonstrate regular servicing and maintenance in accordance with the manufacturer's service specification.

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### **Insurance and vehicle excise (road tax)**

All hackney carriages and private hire vehicles must be licensed and insured specifically for use as a hackney carriage or private hire for that specific purpose, such insurance must include public and employers liability insurance where appropriate. Proof of current insurance must be submitted with each application for a licence unless it has already been provided to the Council. Proof of change or renewal of insurance during the course of the licence must also be provided to the Council. The insurance must be continuous for the period of the vehicle licence. If cover notes are provided they must run consecutively.

The vehicle must be taxed whilst it is licensed as a hackney carriage or private hire vehicle.

When a vehicle is temporarily removed from use as a hackney carriage or private hire vehicle and removed from the public highway, the licensee can notify the licensing officer in writing and temporarily return the vehicle plate and internal plate, removing the need to provide documentation for this period.

### **Reducing air pollution**

The Council is committed to encouraging applications for more fuel efficient vehicles. Vehicle pollution has a significant impact to air quality in the district, and there is widespread agreement that more must be done to reduce the number of higher polluting vehicles. The Council will therefore offer a reduction of 50% on vehicle licence fees for any vehicle that falls within band A, B or C for road tax purposes as at the date of the application/renewal. The V5 document provided on application will be used in order to establish any discounted rates being given.

LPG vehicles also get a 50% reduction in fees for both private hire and hackney carriage vehicles. In cases of LPG converted vehicles, applicants are required to produce, at time of application, certification issued by a member of the LPG Association confirming satisfactory installation, examination and testing of the vehicle in accordance with LPG association code of practice. If an LPG conversion involves installation of a fuel tank in the boot space, adequate space must remain free for stowage of luggage and any spare wheel in a location that does not impinge on the passenger carrying area of the vehicle.

Drivers are also advised that vehicles should not be left to idle for sustained periods as this causes unnecessary pollution and increases their fuel costs.

### **Advertising**

Other than the South Bucks door stickers, no signs, notices, advertisements, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from any licensed vehicle except as required by any statutory provision or with prior written approval of the Council. In relation to other advertising materials, any false, misleading or inaccurate material contrary to this policy and/or its conditions will result in the taking of enforcement action.

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All advertising material must be approved in writing by the Council prior to use or display, an administration fee of £25 will be payable per batch of advertising.

With the exception of the Council's issued private hire stickers, any advertising material must not use the Council's logo.

### **Taximeter calibration**

The taximeter shall be calibrated, following a change to the table of fares or when requested by the Council. A certificate of calibration provided by the taximeter installer must be produced on first issue, transfer or when the seal is damaged or missing.

## **Policy on convictions and conduct - new applicants**

### **Definitions**

**"free of conviction"** shall mean from the date the applicant was convicted. If the incident did not amount to a criminal offence or is not to be prosecuted, then the relevant date will be the date of the incident.

**"offence"** shall mean any criminal offence and/or any other behaviour including a civil penalty which brings into question whether the applicant is a fit and proper person.

In this policy, conviction shall mean a criminal conviction or a civil penalty. However if the applicant is on trial, is not to be convicted or the incident did not amount to a criminal offence, the suggested periods free from convictions shall be considered by the Council when making their decision, taking all the evidence before them into account.

Each case is to be taken on its own merit.

Some discretion may be appropriate if the offence and/or behaviour is isolated and there are mitigating circumstances. Equally the history of offending (including multiple offences/combinations of offences /types of offences) and/or behaviour may warrant a longer period free from convictions.

Accordingly whilst it is possible that an applicant may have a number of convictions that, individually, meet the guidelines below, the overall offending history must be considered when assessing the applicant's suitability to be licensed.

A series of civil or criminal offences over a period of time is more likely to give cause for concern than an isolated minor conviction. Obviously some discretion can be afforded if an offence is isolated and there are mitigating circumstances, but **the overriding consideration is the protection of the public.**

Simply remaining free of convictions will not necessarily be sufficient to show that a person is fit and proper where other circumstances/evidence bring this into question. Furthermore it should always be remembered that the periods free of conviction in this section are suggested minimums.

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Whilst the time period detailed in this section provides guidance to potential applicants as to how long they should wait before applying for a licence following described offences/convictions, any application made following these guidelines is still subject to the same considerations as to whether the applicant is fit and proper, and therefore simply following the guided timescales in no way guarantees the granting of a licence.

Notwithstanding and without prejudice to any other provision within this document, ordinarily the Council would as a minimum expect the standard rehabilitation periods identified in the Rehabilitation of Offenders Act 1974 to have expired.

Criminal convictions or civil penalties will be considered by officers or, in cases of doubt, by the licensing sub-committee.

An application from any person awaiting trial for an offence which brings into question whether they are a fit and proper person (including but not limited to death by dangerous driving, drugs, violence, sexual offences, dishonesty, driving under the influence of alcohol or drugs, or offences of a habitual nature) will not normally be considered until the outcome of the trial.

In order for the Council to fully consider the case on its merits, the applicant should provide a written statement of the offences (including any that they are awaiting trial for), with evidence, covering the nine points in the paragraph below, which would be available for examination by the Council.

Where the Council becomes aware of issues including previous criminal history/convictions, any arrest, any charges, inappropriate behaviour for a hackney carriage/private hire driver and/or significant comments on any DBS check, consideration will be given to each applicant's suitability for licensing against the following criteria (in no particular order):

- nature of the offence/conduct/charge etc.
- circumstances in which the offence/conduct/charge etc. was committed
- circumstances of the individual concerned
- subsequent periods of good behaviour
- overall conviction/behaviour history
- sentence imposed by the court
- seriousness of the offence/conduct/charge etc
- any other character check considered reasonable (e.g. personal references)
- taking all the above issues into account, together with any other relevant issues, whether the protection of the public may be at risk.

These guidelines do not deal with every type of offence, and do not prevent the Council from taking into account offences not specifically addressed in the guidelines, or other conduct which may be relevant as to whether an individual is a fit and proper person to hold a hackney carriage or a private hire driver's licence.

### **Minor motoring offences**

Convictions for minor traffic offences such as speed limit offences, or non-endorsable traffic

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offences such as obstruction or waiting in a restricted street should not prevent a person from applying to be a hackney carriage or private hire driver. If sufficient points have been accrued to require a period of disqualification of the applicant's driving licence then a hackney carriage or private hire licence may be granted 12 months after its restoration but a warning should be issued as to future conduct.

### **Traffic offences involving the loss of life**

A very serious view should be taken of any applicant who has been convicted of a driving offence that resulted in the loss of life and applicants with the following offences will not normally be licensed.

- Causing death by dangerous driving
- Causing death by careless driving whilst under the influence of drink or drugs
- Causing death by careless driving
- Causing death by driving for any other reason
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

### **Major traffic offences not involving the loss of life**

A very serious view should also be taken of any applicant who has been convicted of a major traffic offence even if it has not involved the loss of life, as it raises questions as to the applicant's ability to protect the public.

Before an application is considered, an applicant should be free of conviction for 10 years and since the completion of the sentence, whichever is longer, for offences such as:

- Dangerous driving
- Reckless Driving
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

### **Other serious traffic offences**

Other serious traffic offences include:

- Accident offences
- Driving without due care and attention
- Driving whilst using a mobile phone or mobile device
- Careless driving
- Construction and use offences
- Licence offences
- Traffic direction and sign offences
- Driving whilst disqualified
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

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Insurance offences and alcohol/drug offences are dealt with under their own separate subsections below.

Theft/unauthorised taking of a vehicle are dealt with under the 'dishonesty' subsection below.

Any conviction for a serious traffic offence under 'other serious traffic offences' in this policy should normally merit refusal to issue a licence and no further application should be considered until a period of 7 years either free of conviction or since completion of the sentence, whichever is longer, has elapsed.

More than one conviction for a traffic offence within two years should merit refusal to issue a licence and no further application should be considered until a period of 5 years either free of convictions or since completion of the sentence, whichever is longer, has elapsed.

### **Drink driving/driving under the influence of drugs (including medication) or legal highs**

A serious view is taken of driving or being in charge of a vehicle whilst under the influence of drink or drugs or legal highs, as licensees are professional vocational drivers and drink/drug driving convictions raise serious concerns for the safety of the public. An isolated incident of drink driving or driving under the influence of legal drugs should not necessarily debar an application but strict warnings will be given as to future behaviour. However an exception to this is the use novel psychoactive substances (NPS – commonly referred to as legal highs) which will be treated in the same regards as illegal drugs below

At least 5 years should elapse, after the restoration of the EU full driving licence, before an applicant be considered for a private hire or hackney carriage drivers licence.

More than one conviction for these offences or any conviction for driving under the influence of illegal drugs should raise grave doubts as to the applicant's fitness to drive the public and therefore hold a licence.

If there is reason to suspect persistent alcohol and/or drugs use, misuse or dependency (e.g. two or more offences relating to alcohol or drugs, with or without a vehicle) a specialist medical examination and report should be required before an application is entertained to ensure that the applicant meets the DVLA Group 2 medical standards in relation to alcohol/drug misuse and dependency. If the applicant is found to be (or to previously have been) alcohol or drug dependent, a period of 5 years should elapse after treatment is complete before a further licence application is considered.

### **Drunkness without a motor vehicle**

An isolated conviction for drunkness need not debar a driver from obtaining a licence. However a number of convictions could indicate a medical problem necessitating a medical examination. In some cases a warning would be sufficient. If there is reason to suspect persistent alcohol use, misuse or dependency (e.g. two or more offences for drunkness with or without a motor vehicle) a specialist medical examination and report may be required

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to ensure that the applicant meets the DVLA Group 2 medical standards in relation to alcohol misuse and dependency.

### **Illegal drugs without a motor vehicle**

A serious view is taken of any illegal drugs related offence. The nature and quantity of the drugs, whether for personal use or supply are issues which should be considered.

An applicant would normally be expected to be free of convictions relating to the possession of illegal drugs for 5 years requiring at least 5 years to have passed since the completion of the sentence.

An application will normally be refused where the applicant has more than one conviction for offences related to the possession of illegal drugs and has not been free of conviction for 7 years with at least 7 years to have passed since the completion of the sentence.

An application will normally be refused where the applicant has a conviction for an offence related to the supply, importing or production of illegal drugs and has not been free of conviction for 10 years with at least 10 years to have passed since the completion of the sentence.

If there is reason to suspect persistent drugs use, misuse or dependency (e.g. two or more convictions relating to any drugs, with or without a vehicle) a specialist medical examination and report will normally be required before an application is entertained to ensure that the applicant meets the DVLA Group 2 medical standards in relation to drug misuse and dependency. If the applicant is found to be (or to previously have been) drug dependent, a period of 5 years should elapse after treatment is complete before a further licence application is considered.

### **Sex and indecency offences**

As hackney carriage and private hire drivers often carry unaccompanied and vulnerable passengers. Applicants who have been convicted of sexual or indecency offences (or where there is other behaviour and/or evidence to suggest a disposition to commit such offences) must be closely scrutinised. Applicants with convictions for sexual offences will usually be refused.

In particular:

- (i) An application will normally be refused where the applicant has a conviction for an offence such as:
- Rape
  - Assault by penetration
  - Offences involving children or vulnerable adults
  - Sexual assault
  - Indecent assault
  - Possession of indecent photographs, child pornography etc.
  - Exploitation of prostitution
  - Trafficking for sexual exploitation

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- Indecent exposure
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)
- Any sex or indecency offence that was committed in the course of employment as a taxi or PHV driver
- Soliciting (e.g. kerb crawling)
- Importuning
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

If a licence is granted a strict warning as to future conduct should be issued.

A person on the sex offenders register would not be considered a fit and proper person to hold a licence.

## Violence

As taxi and PHV drivers maintain close contact with the public, a firm line should be taken with drivers with offences involving violence. An application will normally be refused if the applicant has a conviction for an offence that involved loss of life or serious injury.

At least 5 years free of conviction with at least 5 years to have passed since the completion of the sentence before an application is considered from anyone whose offending history and/or other behaviour/evidence suggests an aggressive or violent disposition, and even then a strict warning should be administered as to future conduct.

However given the range of offences that involve violence, consideration must be given to the nature of the offences. In particular:

- (i) An application will normally be refused where the applicant has a conviction for an offence such as:
- Murder
  - Manslaughter
  - Manslaughter or culpable homicide while driving
  - Terrorism offences
  - Kidnapping
  - Threats to kill
  - Wounding with intent to cause grievous bodily harm
  - Grievous bodily harm
  - Robbery
  - Burglary
  - Possession of a weapon
  - Any 'hate' crime or offence ordinarily falling within paragraph (iii) below aggravated by a 'hate' crime
  - Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

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- (ii) Before an application is granted, an applicant should be free of conviction for at least 7 years with at least 7 years to have passed since the completion of the sentence, whichever is longer, for offences including:
- Assault occasioning Actual Bodily Harm
  - Assault with intent to resist arrest
  - Assault on Police
  - Domestic Violence related offences (unless these are covered by (i) above)
  - Harassment
  - Similar or replacement offences to those listed above (including attempted or conspiracy to commit)
- (iii) Before an application is granted, an applicant should be free of conviction for at least 5 years with at least 5 years to have passed since the completion of the sentence, for offences including:
- Arson
  - Common assault
  - Public Order offences
  - Criminal Damage
  - Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

An application will normally be refused if an applicant has more than one conviction in the last 10 years for an offence of a violent nature.

### **Dishonesty**

Taxi and PHV drivers are expected to be persons of trust. They deal with cash transactions and valuable property may be left in their vehicle in error. Drivers are required to deposit such property with the police within 48 hours. The widespread practise of delivering unaccompanied property is indicative of the trust that business people place in drivers. Moreover, it is relatively easy for a dishonest driver to defraud the public by demanding more than their legal fare etc. This for example would include misuse of MPV additional occupancy rates. Licence holders also have access to the names and addresses of their customers and their daily movements. Overseas visitors may not be familiar with the currency or costs of journeys and may be vulnerable to an unscrupulous driver. Accordingly a serious view should be taken of any conviction involving dishonesty. Nationally it has been known for drivers to pass information on vulnerable persons to others for later abuse or to abuse vulnerable persons, including taking money from such persons.

Offences involving dishonesty for the purposes of this policy include theft, fraud, benefit fraud, handling or receiving stolen goods, forgery, conspiracy to defraud, obtaining money or property by deception, other deception, taking a vehicle without consent, driving whilst disqualified and any similar offences (including attempted or conspiracy to commit).

An application will normally be refused if an applicant has been convicted of burglary or more than one conviction for other dishonesty offences in the last 10 years.



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### **Insurance offences**

A serious view will be taken of convictions of driving or being in charge of a vehicle without insurance. An isolated incident would normally prevent a licence being granted until a period of three years from the date of the offence has expired. More than one conviction for these offences within the past ten years would normally prevent a licence from being granted.

### **Licensing offences**

This subsection applies to licensing offences not covered elsewhere within this convictions and behaviour section of the policy such as plying for hire, using an unlicensed vehicle/driver.

At least 12 months free of conviction should elapse before an application will be considered. Unless there is significant mitigation, an applicant will normally be refused until a period of at least three years free of conviction has expired where the applicant has committed more than one licensing offence within the last five years.

An applicant with an isolated conviction that is more than one year old, may be licensed subject to a written warning.

Individuals previously licensed by the Council and revoked for offences connected to their licence will not normally be granted a further licence in the future. Cases such as this will be considered by the Head of Service under their delegated authority, or may be referred to a sub-committee for determination.

### **Cautions**

An admission of guilt is required before a caution can be issued. Accordingly cautions will be assessed in the same way as a conviction by the court.

### **Non-conviction information**

If an applicant has, on more than one occasion, been arrested or charged, but not convicted for an offence or is subject to an antisocial behaviour injunction/order or similar order, which suggests he/she may not be a fit and proper person, or if there is other evidence to suggest the applicant may not be a fit and proper person, consideration should be given to refusing the application.

Failing to declare convictions on the application form should normally result in refusal and at least twelve months elapsing from the date of receipt of the application form before an application will be considered and a new application will be required.

As with the rest of this part of the policy, in assessing the action to take, the safety and security of the travelling public must be the paramount concern.

### **Suspension/refusal/revocation by another Council**

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An applicant who has been suspended/refused/revoked by another Council may not be considered "fit and proper" for a period of at least 3 years from the date of the suspension/refusal/revocation. This period may be extended depending on the circumstances of the revocation.

The Council shall also have a right to make enquiries of that other authority.

## Policy on convictions and conduct for existing licensees

### Definitions

**'Free of conviction'** shall mean from the date the applicant was convicted. If the incident did not amount to a criminal offence or is not to be prosecuted, then the relevant date will be the date of the incident.

**'Caution'** an admission of guilt is required before a caution can be issued. Accordingly cautions will be assessed in the same way as a conviction by the court.

**'Offence'** shall mean any criminal or civil offence and/or any other behaviour including a civil penalty which brings into question whether the applicant is a fit and proper person.

In this policy, conviction shall mean a criminal or civil penalty. However if the applicant is on trial, is not to be convicted or the incident did not amount to a criminal offence, the suggested periods free from convictions shall be considered by the Council when making their decision, taking all the evidence before them into account.

### Time of action

Licence holders are required to advise the Council when they are notified that they are being investigated for **any offence** so that the Council can consider the appropriate action to take against the licensee as detailed below.

The actions described below will be taken when the Council becomes aware of offences.

However, where licensees do not inform the Council in a timely manner, this will be a further consideration with regards to the effect that those offences have on the licensee's status as a fit and proper person.

If offences come to light on the standard renewal of criminal record check, or through a third party this will have a significant impact on the consideration of whether the person remains fit and proper to hold a licence. Licence holders may be revoked or suspended from holding a licence.

### Policy details

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Each case is to be taken on its own merit.

Any person awaiting trial for or suspected of committing an offence which brings into question whether they are a fit and proper person (including but not limited to death by dangerous driving, drugs, violence, sexual offences, dishonesty, driving under the influence of alcohol or drugs, or offences of a habitual nature) will normally be revoked pending the outcome of an investigation or trial.

Although each case will be assessed on its own merits in line with this policy, licence holders should expect the revocation of their licence for these types of offences to be immediate in nature. The initial consideration regarding revocation will be undertaken by officers. However, in cases of doubt these will be referred to the licensing sub-committee.

When considering whether a licence should be suspended or revoked, some discretion may be appropriate if the offence and/or behaviour is isolated and there are mitigating circumstances. Equally the history of offending (including multiple offences/combinations of offences/types of offences) and/or behaviour may warrant a longer period free from convictions. Accordingly the overall offending history must be considered when assessing the applicant's suitability to be licensed.

Therefore any licence holder awaiting trial for or suspected of committing an offence or demonstrating behaviour which, taken together with the licence holder's history of offending (including multiple offences /combinations of offences /types of offences) and behaviour (including before the licence was granted and during the course of the licence), leads the Council to believe that the licence holder is not a fit and proper person to hold a licence, may have their licence suspended or revoked.

Whilst it is possible that a licence holder may have a number of previous convictions that, individually, meet the guidelines below, the overall offending history must be considered when assessing the licence holder's suitability to continue to be licensed. A series of offences/behaviour over a period of time is more likely to give cause for concern than an isolated minor conviction/demonstration of unacceptable behaviour. Obviously some discretion can be afforded if an offence is isolated and there are mitigating circumstances, but **the overriding consideration is the protection of the public.**

In order for the Council to fully consider a case on its merits, the licence holder should provide a written statement of the offences, with evidence, covering the nine points in the paragraph below, which would be available for examination by the Council.

Where the Council becomes aware of issues including previous criminal history/convictions, any arrest, any charges, inappropriate behaviour for a hackney carriage/PHV driver and/or significant comments on any DBS check, consideration will be given to each licence holder's suitability for licensing against the following criteria (in no particular order):

- nature of the offence/conduct/charge etc.
- circumstances in which the offence/conduct/charge etc. was committed
- timely notification to the Council of offence/conduct/charge
- circumstances of the individual concerned
- subsequent periods of good behaviour

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- overall conviction/behaviour history
- sentence imposed by the court
- seriousness of the offence/conduct/charge etc.
- any other character check considered reasonable (e.g. personal references)
- taking all the above issues into account, together with any other relevant issues, whether the protection of the public may be at risk

These guidelines do not deal with every type of offence, and do not prevent the Council from taking into account offences not specifically addressed in the guidelines, or other conduct which may be relevant as to whether an individual is a fit and proper person to continue to hold a hackney carriage or a private hire driver's licence.

Any written warning as to future conduct could result in the licensed driver being required to pay an administration fee.

### **Minor motoring offences**

Convictions for minor traffic offences, such as speed limit offences, or non-endorsable traffic offences such as obstruction or waiting in a restricted street should not prevent a person from continuing with his/her licence. If sufficient points have been accrued to require a period of disqualification of the licence holder's EU full driving licence then a hackney carriage or private hire licence may be granted after its restoration but a warning should be issued as to future conduct.

Further disqualification from driving as a result of penalty points being accrued may result in refusal to issue a licence

### **Traffic offences involving the loss of life**

A very serious view should be taken of any licence holder who has been charged or convicted of a driving offence that resulted in the loss of life.

Accordingly the licence would ordinarily be revoked with immediate effect when suspected of offences such as:

- Causing death by dangerous driving
- Causing death by careless driving whilst under the influence of drink or drugs
- Causing death by careless driving
- Causing death by driving for any other reason
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

### **Major traffic offences not involving the loss of life**

A very serious view should also be taken of any licensee who has been convicted of a major traffic offence even if it has not involved the loss of life, as it raises questions as to the licence holder's ability to protect the public.

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Accordingly where a driver is charged/convicted with a major traffic offence not involving the loss of life such as:

- Dangerous driving
- Reckless Driving
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

The Council should consider the circumstances surrounding the incident and decide whether the licence should be suspended or revoked.

### **Other serious traffic offences**

Other serious traffic offences include:

- Accident offences
- Driving without due care and attention
- Driving whilst using a mobile phone or mobile device
- Careless driving
- Construction and use offences
- Licence offences
- Traffic direction and sign offences
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

Insurance offences and alcohol/drug offences are dealt with under their own separate subsections below.

Theft or unauthorised taking of a vehicle are dealt with under the 'dishonesty' subsection below.

A conviction for a serious traffic offence should normally merit revocation of the taxi or PHV drivers licence and no new application should be considered until a period of 3 years free of conviction or since completion of the sentence, whichever is longer, has elapsed.

A warning as to future driving and advice on the standard expected of hackney carriage and private hire drivers would also normally be given. The written warning as to future conduct could require the licensed driver to pay an administration fee and require that the driver attends a defensive driving course

More than one conviction for a serious traffic offence within two years should merit revocation of the hackney carriage or private hire drivers licence.

### **Drink driving/driving under the influence of drugs (including medication)**

A licensed driver awaiting trial for driving or being in charge of a vehicle whilst under the influence of drink or drugs should be revoked with immediate effect pending the outcome of the trial. If the licence holder is not convicted, a new licence application can be made and where the application is successful the licence will be issued in an expedited manner following the Council's expedited policy.

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A serious view is taken of driving or being in charge of a vehicle whilst under the influence of drink or drugs, as licence holders are professional vocational drivers and drink/drug driving convictions raise serious concerns for the safety of the public.

Any conviction for these offences or any conviction for driving under the influence of illegal drugs (including convictions prior to the grant of the licence) should raise grave doubts as to the licence holder's fitness to drive the public and therefore hold a licence.

### **Drunkness without a motor vehicle**

An isolated conviction for drunkness need not debar a driver from retaining his/her licence. However a number of convictions could indicate a medical problem necessitating a medical examination. In some cases a warning would be sufficient. If there is reason to suspect persistent alcohol use, misuse or dependency (e.g. two or more offences for drunkness with or without a motor vehicle) a specialist medical examination and report may be required to ensure that the licence holder meets the DVLA Group 2 medical standards in relation to alcohol misuse and dependency.

### **Illegal Drugs without a motor vehicle**

A licensed driver awaiting trial for an illegal drug related offence should be revoked pending the outcome of that trial. If the licence holder is not convicted, a new licence application can be made and where the application is successful the licence will be issued in an expedited manner following the Council's expedition policy.

A serious view is taken of any illegal drugs related offence. Licence holders are professional vocational drivers and any association with illegal drugs raises serious concerns as to whether they are a fit and proper person to be a licensed driver.

If there is reason to suspect persistent drugs use, misuse or dependency (e.g. two or more convictions relating to any drugs, with or without a vehicle) a specialist medical examination and report will normally be required before an application is entertained to ensure that the applicant meets the DVLA Group 2 medical standards in relation to drug misuse and dependency. If the applicant is found to be (or to previously have been) drug dependent, a period of 5 years should elapse after treatment is complete before a further licence application is considered.

### **Sex and indecency offences**

Hackney carriage or private hire vehicle drivers often carry unaccompanied and vulnerable passengers; a licensed driver awaiting trial for a sexual or indecency offence (or where there is other behaviour and/or evidence to suggest a disposition to commit such offences) will be revoked with immediate effect pending the outcome of that trial. If the individual is not convicted, a new licence application can be made and where the applicant is considered to be fit and proper, the licence will be issued in an expedited manner following the Council's expedition policy.

A person entered onto the sex offenders register would not be considered a fit and proper

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person to continue to hold a licence.

Sex and Indecency Offences are detailed as:

- Rape
- Assault by penetration
- Offences involving children or vulnerable adults
- Sexual assault
- Indecent assault
- Possession of indecent photographs, child pornography etc.
- Exploitation of prostitution
- Trafficking for sexual exploitation
- Indecent exposure
- Soliciting (e.g. kerb crawling)
- Importuning
  
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

## Violence

Taxi and PHV drivers maintain close contact with the public, a firm line should be taken with drivers accused of offences involving violence. A licensed driver awaiting trial for an offence related to violence will be revoked with immediate effect pending the outcome of that trial. If the individual is not convicted, a new licence application can be made and where the applicant is considered to be fit and proper, the licence will be issued in an expedited manner following the Council's expedition policy.

A licence may also be suspended and/or revoked if the licensed driver has exhibited behaviour or evidence suggests that they are of an aggressive or violent disposition.

However given the range of offences that involve violence, consideration must be given to the nature of the offence. In particular:

- (i) A licence will normally be revoked with little chance of a future licence being granted where the licence holder is convicted for an offence such as:
  - Murder
  - Manslaughter
  - Manslaughter or culpable homicide while driving
  - Terrorism offences
  - Similar or replacement offences to those listed above (including attempted or conspiracy to commit)
  
- (ii) A licence will normally be revoked where the licence holder is convicted for an offence such as:
  - Arson
  - Kidnapping
  - Threats to kill

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- Wounding with intent to cause grievous bodily harm
- Grievous bodily harm
- Domestic Violence related offences (unless these are covered by (i) above)
- Robbery
- Burglary
- Possession of a weapon
- Any 'hate' crime or offence ordinarily falling within paragraph (ii) below aggravated by a 'hate' crime
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

(iii) The relevant officer will consider whether revocation is appropriate for the following offences

- Common assault
- Assault occasioning Actual Bodily Harm
- Assault with intent to resist arrest
- Assault on Police
- Public Order offences
- Criminal Damage
- Harassment
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)

A licence will normally be revoked if a licence holder is convicted of more than one offence of this nature within 10 years.

### **Dishonesty**

Hackney carriage and private hire drivers are expected to be persons of trust. They deal with cash transactions and valuable property may be left in their vehicle in error. Drivers are required to deposit such property with the police within 48 hours. The widespread practise of delivering unaccompanied property is indicative of the trust that business people place in drivers. Moreover, it is relatively easy for a dishonest driver to defraud the public by demanding more than their legal fare etc. This for example would include misuse of MPV additional occupancy rates. Licence holders also have access to the names and addresses of their customers and their daily movements. Overseas visitors may not be familiar with the currency or costs of journeys and may be vulnerable to an unscrupulous driver.

Accordingly a licensed driver awaiting trial for a dishonesty offence will be revoked pending the outcome of that trial. If the individual is not convicted, a new licence application can be made and where the applicant is considered to be fit and proper, the licence will be issued in an expedited manner following the Council's expedition policy.

Offences involving dishonesty for the purposes of this policy include theft, burglary, fraud, benefit fraud, handling or receiving stolen goods, forgery, conspiracy to defraud, obtaining money or property by deception, other deception, taking a vehicle without consent, driving whilst disqualified and any similar offences (including attempted or conspiracy to commit).



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A licence will normally be revoked if a licence holder is convicted more than once in the 10 years for an offence of dishonesty (including prior to obtaining their licence).

### Insurance offences

A serious view will be taken of convictions of driving or being in charge of a vehicle without insurance. An incident would normally result in a licence being revoked with a further application not being considered until a period of three years from the date of the offence has expired. A further application will not normally be considered if a licence holder has more than one conviction in the last 10 years for an offence of dishonesty (including prior to obtaining their licence).

### Licensing offences

This subsection applies to licensing offences not covered elsewhere within this criminal convictions and behaviour section of the policy such as plying for hire, using an unlicensed vehicle/driver, refusing to carry disabled persons. It also applies to non-compliance with this Policy, including not complying with the conditions of the licence.

Consideration will be given as to whether the licensing offence/non-compliance should result in the suspension or revocation of the licence. Consideration will be given to the seriousness of the offences/non-compliance as well as to the previous history of compliance.

### Non-conviction information

If a licence holder has, on more than one occasion (including prior to the application being granted), been arrested or charged, but not convicted for an offence or is subject to a Criminal Behaviour Injunction/Order or similar order which suggests he/she may not be a fit and proper person, or if there is other evidence to suggest the applicant may not be a fit and proper person, consideration will be given to revoking or suspending the licence or issuing a warning as to future conduct.

As with the rest of this part of the policy, in assessing the action to take, the safety and security of the travelling public must be the paramount concern.

### Suspension, refusal, revocation by another Council

If an existing driver is suspended, refused, revoked by another Council, enforcement action may be taken against them, depending on the reason for the action already taken.

The Council shall also have a right to make enquiries of that other authority.

### Expedition policy for revoked licences **where reinstating a licensee is considered appropriate**

The High Court ruling of **R (application of Singh) v Cardiff City Council [2012] EWCH 1852 (Admin)** has established that it is unlawful to suspend and then revoke a driver's licence for a single offence or in connection with the same set of circumstances. Therefore it is will be necessary to revoke

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a driver's licence immediately if the Council becomes aware of information which gives serious concerns about whether a driver remains a fit and proper person to hold such a licence.

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This policy is to assist in the timely replacement of a driver's licence, when it has been revoked but following investigation it has established that the Council does not have any remaining concerns with regards to the fit and proper nature of the person.

A relevant officer of the Council will decide if an applicant falls in to this part of the policy and the applicant will be advised if this is the case.

The investigation of the Council with regards to establishing whether an individual is fit and proper will take into account any available information, but is not reliant on other authorities' investigations into any connected allegations, although information will ~~be always be~~ requested from other agencies when they are known to be involved.

As the Council is required to consider each case on balance of probability, a police investigation which results in an individual not being convicted ~~may will~~ not in itself be considered to be sufficient for the Council to issue a new licence to the individual as Police investigations are determined at a higher level of proof i.e. beyond reasonable doubt. In addition to this, a police investigation may uncover breaches of this policy committed by a driver and the Council would need to also take these breaches into account.

## Process

If the Council makes a decision ~~following the revocation of a licence~~ to issue a ~~revoked driver with a~~ new licence to a driver whose licence was previously revoked, a new application will be required from the individual but some existing documents which are 'in date' in terms of the Hackney carriage and private hire policy will normally be transferred to the new application.

Depending on the circumstances surrounding the revocation, some updated documents may be required and ~~these this~~ will be determined on a case by case basis. For example, if a driver's health leads to their licence being revoked and their health subsequently improves so that they may again be considered fit to be a licensed driver, a new medical would be required. The same would be the case for an individual who is subject to a police investigation, where their criminal history would be checked using the DBS update service; if the applicant is no longer signed up to this service, a new DBS would be required as part of their application (and they would need to re-register for the update service).

When a decision is made to issue a new licence, this will usually be processed within 5 working days of all required documentation being received.

## Fees

The new licence will usually be issued for the period that the revoked licence had left to run and no further charge will be levied, with the exception of any connected costs such as for new documentation which will remain the applicant's responsibility.

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## Guidelines for CCTV systems in hackney carriage & private hire vehicles

### Introduction

These guidelines set out to ensure that CCTV systems installed in hackney carriages and private hire vehicles licensed by the Council are properly managed whilst being used to prevent and detect crime; and enhance the health, safety and security of both drivers and passengers.

The decision whether to install CCTV in a licensed vehicle is at the discretion of the vehicle licence holder and vehicle owner (if these the licence holder and owner -are different), all costs would need to be met by these individuals as the Council will not provide funding or assist in finding funding.

Vehicle owners, who may also be the driver and/or operator, installing CCTV systems must fully comply with the requirements set out in these guidelines.

For the purposes of these guidelines the term "CCTV system" will include any electronic recording device attached to the inside of vehicle having the technical capability of capturing and retaining visual images and audio recording from inside or external to the vehicle. In addition to the standard CCTV camera system these may include for example, such devices as events/incident/accident data recording devices.

The purpose of CCTV

The purpose of the CCTV system shall be to provide a safer environment for the benefit of the driver and passengers by:

- Deterring and preventing the occurrence of crime
- Reducing the fear of crime
- Assisting the Police in investigating incidents of crime
- Assisting insurance companies in investigating motor vehicle accidents
- General requirements

Any CCTV system to be fitted must, as a minimum, meet the requirements set out in this document. Only CCTV systems meeting these requirements and approved by the Council can be installed into licensed vehicles.

CCTV systems installed will be inspected as part of the annual licensing inspection to ensure they do not pose a risk to the safety of the passengers or the driver and are fitted safely and securely.

The installation and operation of CCTV must comply with the requirements of the Information Commissioner's CCTV Code of Practice.

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All equipment must comply with any legislative requirements in respect of Motor Vehicle Construction and Use Regulations 1986.

All equipment must meet all requirements as regards safety, technical acceptability and operational/data integrity.

All equipment must be designed, constructed and installed in such a way and in such materials as to present no danger to passengers or driver, including impact with the equipment in the event of a collision or danger from the electrical integrity being breached through vandalism, misuse, or wear and tear.

### **Automotive Electromagnetic Compatibility Requirements (EMC)**

CCTV equipment must not interfere with any other safety, control, electrical, computer, navigation, satellite, or radio system in the vehicle.

Any electrical equipment such as an in-vehicle CCTV system fitted after the vehicle has been manufactured and registered, is deemed to be an Electronic Sub Assembly (ESA) under the European Community Automotive Electromagnetic Compatibility Directive and therefore must meet with requirements specified in that Directive.

CCTV equipment should be e-marked or CE-marked. If CE marked confirmation by the equipment manufacturer as being non-immunity related and suitable for use in motor vehicles is required.

### **Camera design requirements**

The camera(s) must be fitted safely and securely, should not adversely encroach into the passenger area and must not impact on the safety of the driver, passenger or other road users.

### **Installation**

All equipment must be installed as prescribed by the equipment and/or vehicle manufacturer installation instructions.

The installed CCTV system must not weaken the structure or any component part of the vehicle or interfere with the integrity of the manufacturer's original equipment.

All equipment must be installed in such a manner so as not to increase the risk of injury and/or discomfort to the driver and/or passengers. For example, temporary fixing methods such as suction cups will not be permitted, or lighting, such as infra-red, which emits at such a level that may cause distraction or nuisance to the driver and/or passengers.

All equipment must be protected from the elements, secure from tampering and located such as to have the minimum intrusion into any passenger or driver area or impact on the luggage carrying capacity of the vehicle.

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It is contrary to the Motor Vehicle (Construction and Use) Regulations, 1986, for equipment to obscure the view of the road through the windscreen.

Equipment must not obscure or interfere with the operation of any of the vehicle's standard and/or mandatory equipment, i.e. not mounted on or adjacent to air bags/air curtains or within proximity of other supplementary safety systems which may cause degradation in performance or functionality of such safety systems.

Viewing screens within the vehicle for the purposes of viewing captured images are not permitted.

All wiring must be fused as set out in the manufacture's technical specification and be appropriately routed.

If more than one camera is being installed their location within the vehicle must be specific for purpose i.e. to provide a safer environment for the benefit of the Taxi/ PHV driver and passengers.

All equipment must be checked regularly and maintained to operational standards, including any repairs after damage.

All system components requiring calibration in situ should be easily accessible.

### **Camera Activation Methods**

Activation of the equipment may be via a number and combination of options,

including:

- door switches
- time delay
- drivers' panic button
- or, in the case of an incident/event recorder, predetermined G-Force parameters set on one or more axis (i.e. braking, acceleration, lateral forces)

The CCTV system may be configured to record images for a short period of time before the trigger event, during the related incident and a short period following the related incident.

A direct wired link to the vehicle's taximeter, in the case of a Taxi, will not be acceptable.

### **Audio Recording**

CCTV systems must not be used to record conversations between members of the public as this is highly intrusive and unlikely to be justified except in very exceptional circumstances.

You must choose a system without this facility wherever possible; however, if the system comes equipped with sound recording facility then this functionality should be disabled.

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- There are limited circumstances in which audio recording may be justified due to a specific threat to an individual's personal safety, e.g. when a 'panic button' is utilised in response to a threat of physical violence. Where this audio recording facility is utilised a reset function must be installed which automatically disables audio recording and returns the system to normal default operation after a specified time period has elapsed. The time period that audio recording may be active should be the minimum possible and should be declared at the time of submission for approval of the equipment.

In the limited circumstance where audio recording is justified, signs must make it very clear that audio recording is being or may be carried out.

### **Image Security**

Images captured must remain secure at all times.

The captured images must be protected using approved encryption software which is designed to guard against the compromise of the stored data, for example, in the event of the vehicle or equipment being stolen. The Information Commissioner's Office has published guidance on how to keep personal data (including personal data contained in CCTV images) secure, on their website.

### **Retention of CCTV images**

The CCTV equipment selected for installation must have the capability of retaining images either:

- within its own secure, encrypted hard drive;
- using a fully secured and appropriately encrypted detachable mass storage device, for example, a compact flash solid state card;
- or where a service provider is providing storage facilities, transferred in real time using fully secured and appropriately encrypted GPRS (GSM telephone) signalling to a secure server within the service provider's monitoring centre.

Images must not be downloaded onto any kind of portable media device (e.g. CDs or memory sticks) for the purpose of general storage outside the vehicle.

CCTV equipment selected for installation must include an automatic overwriting function, so that images are only retained within the installed system storage device for a maximum period of 28 days from the date of capture. Where a service provider is used to store images on a secure server, the specified retention period must also only be for a maximum period of 28 days from the date of capture.

Where applicable, these provisions shall also apply to audio recordings.

### **Notification to the Information Commissioner's Office**

The Information Commissioner's Office (ICO) is the official regulatory body responsible for enforcing compliance with privacy and data protection legislation.

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The law defines a “data controller” as the individual or organisation which has ultimate responsibility for how personal data is collected and processed. For the purpose of the installation and operation of in-vehicle CCTV, the “data controller” is the company, organisation or individual which has decided to have a CCTV system installed and operating within the vehicle. The data controller is ultimately responsible for how the images are stored and used and determines in what circumstances the images should be disclosed.

‘Notification’ is the process by which a data controller informs the ICO of certain details about their processing of personal information. These details are used to make an entry in the public register of data controllers.

This means that any company, organisation or individual vehicle owner who has a CCTV system installed within a licensed vehicle must register with the ICO and obtain documented evidence of that registration. This documentary evidence may have to be presented to the Council at any time during the term of the vehicle licence.

The notification requires renewal on an annual basis, and payment of the appropriate fee specified on the ICO’s website.

### **Using a third party service provider (data processor)**

Where a service provider is used for the remote storage and/or management of CCTV data they will act as a ‘data processor’.

A data processor, in relation to personal data, means any person (other than an employee of the data controller) who processes data on behalf of the data controller, in response to specific instructions. The data controller retains full responsibility for the actions of the data processor.

There must be a formal written contract between the data controller and data processor (service provider). The contract must contain provisions covering security arrangements, retention/deletion instructions, access requests and termination arrangements.

Documentary evidence of the contractual arrangements may be required to be presented to a the Council official at any time during the term of the vehicle licence.

### **Using recorded CCTV images**

The data controller is responsible for complying with all relevant data protection legislation, as well as being legally responsible for the use of all images including any breaches of privacy and data protection legislation.

Any images and/or audio recordings should only be used for the purposes described earlier in these guidelines

Requests to view captured images may be submitted to the data controller by the Police or other statutory law enforcement agencies; the Council; insurance companies/brokers/loss

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adjusters; or in exceptional circumstances, by other appropriate bodies. The data controller is responsible for responding to these requests in accordance with the law. Police or other law enforcement agencies should produce a standard template request form, setting out the reasons why the disclosure is required. Alternatively a signed statement may be accepted.

All requests should only be accepted where they are in writing, and specify the reasons why disclosure is required.

Under the DPA, members of the public may also make a request for the disclosure of images, but only where they have been the subject of a recording. This is known as a 'Subject Access request'. Such requests must only be accepted where they are in writing and include sufficient proof of identity (which may include a photograph to confirm they are in fact the person in the recording). Data Controllers are also entitled to charge a fee for a subject access request (currently a maximum of £10). More guidance on handling subject access requests can be found in the ICO's Subject Access Request Code of Practice, which is available on their website.

### Signage

All vehicles fitted with a CCTV system must display the sign shown below in a prominent position. The driver may also verbally bring to the attention of the passengers that CCTV equipment is in operation within the vehicle, if it is felt necessary or appropriate.

The signage must be displayed in such positions so as to minimise obstruction of vision and to make it as visible as possible to passengers, before and after entering the vehicle.





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The name and contact details of the Data Controller must be provided in the blank space included on the sign template. The contact details can be in the form of either a telephone number, email address or website URL.

### Signage for external facing CCTV systems

Where a CCTV system is installed in order to record incidents outside the vehicle, it will not be practical to display a sign. Instead, when the CCTV is activated in response to an incident, the driver of the vehicle must inform the person(s) recorded that their personal data was captured - as soon as practicable after the incident. They should also be informed the purpose for which the device has been installed, for example to facilitate their insurance company's investigation of insurance claims.

### Annual Certification from installer

Any CCTV system should be checked annually by the installer and evidence of this must be provided to the Council. Where an installation company ceases to exist a similar installation company should be used

### CCTV Checklist

To assist individual drivers, owners, and operators who are considering the installation of a CCTV system, the Council has produced the summary checklist below to help ensure that all of the relevant approval requirements/standards are complied with. Please tick

- Notification submitted to the Information Commissioner's Office (ICO).  
www.ico.org.uk
- Has the ICO provided you with documentation to evidence your notification as the "data controller" associated with your system?
- Do you have documentary evidence regarding contractual arrangements with
- Any data processor or service provider associated with the operation or management of the CCTV system? (where applicable)
- Have you displayed the required signage, including the relevant contact details?

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- Does the CCTV system meet the installation standards as set out in the ~~relevant TPH inspection manual?~~ [Please see Taxi and Private Hire Licensing policy](#)

## Licensing enforcement

The Council issues hackney carriage and private hire driver and vehicle licences to ensure passenger safety.

The DfT guidance is clear on the necessity of enforcement to maintain high standards of public safety. All enforcement schemes need to be proportionate and transparent.

Any enforcement system needs to deal with persistent, low level breaches up to serious, possibly, criminal behaviour. There needs to be a grade of sanctions from informal warnings through to suspension and revocation of licence. It is clear that the majority of enforcement will be for relatively minor offences or breaches and will be undertaken by the licensing officer.

### Enforcement options

There are a number of options that shall be considered following the identification of an activity for which the necessary licence, notice or registration has not been applied for or the Licensee has not complied with the conditions of a licence, notice or consent issued by the Council or byelaw made by the Council, or this policy or other legislation has been contravened. One or more of the following may be deemed appropriate:

- Verbal advice
- Inspection
- Issue of points via monitoring of contraventions system
- Suspension
- Revocation
- Refusal of future licence application or restriction of such licence by imposition of conditions
- Formal Caution
- Prosecution

There is a long standing relationship between the licensing team and the trade. This is based on the application of consistent standards for all parties.

### Enforcement Policy

The authority will have regard to the Police and Criminal Evidence Act Codes of Practice

### Verbal advice

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To be followed where the vehicle or driver standards are found to be reasonably satisfactory but wanting in some minor respect.

### Inspection

Inspections will normally be of vehicles or documents/records. In most cases appointments will be made with adequate notice and at reasonable hours unless this would defeat the object of the inspection. Licensees will comply with officer requests to view documents or records and must attend appointments for inspections.

### Penalty points scheme

Any licensed person who has in the opinion of the licensing officer committed an infringement of the law or licence conditions will be served with a notice as follows:-

Contraventions	Points	x	Contraventions	Points	x
No first aid kit	3		Driver / vehicle cleanliness	2	
No fire extinguisher	3		Private hire parked on taxi rank	4	
Failure to display badge	3		Unattended vehicle on taxi rank	4	
Failure to display plate /door stickers/Internal <del>plate</del> Badge	3				
Failure to notify change of details /convictions/FPN/fines and fine alternatives such as driving courses undertaken as a licence requirement – vehicle/driver/operator	3		Obstructing the Licensing Team/Enforcement officer.	6	
Failure to report an accident to the licensing team	3		Failure to produce documents on demand to the licensing enforcement officer	3	
Failure to report a complaint - Driver/operator	3		Other licence requirements/breaches of legislation:-	Dependant on case	
Horn misuse	2		Carrying too many passengers	6	
Private hire plying for hire	6		Refusal to carry guide dogs, hearing dogs, or service dogs (unless exempt)	6	
Defective tyres (per tyre)	4		Smoking in vehicle	6	
Using unapproved advertising on/in vehicle	2		Overcharging	6	
No smoke free signage	2		Use of handheld phone or radio whilst driving	3	

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Plate No: ..... Drivers name: ..... Drivers badge No: .....

Vehicle registration: ..... has been inspected as indicated above. The contravention(s) above mean(s) that you have acquired ..... points.

The vehicle must not be used until the contravention(s) above have been rectified and the vehicle is presented to the Council Offices by ...../...../..... \*

Failure to comply with this notice could lead to the revocation or suspension of your licences and does not rule out further proceedings when this matter is considered along with driver/vehicle history.\*

**Date:** ..... **Signed:** .....

\*Delete where appropriate

The Council operates a system whereby infringements of the law or licence conditions by a licence holder can be recorded and given a value dependent upon the nature of the infringement. This scheme reduces possible subjectivity from the enforcement process. Any licensee who, in the opinion of an authorised officer, has committed an infringement will be issued with a contraventions notice form.

This is a points based monitoring system where-by licensees receive a certain number of points against their hackney carriage or private hire licence for specific offences, similar to the way in which points are issued against a DVLA licence for motoring offences. If a driver reaches 12 points within a 12 month period, the licence will be referred to Head of Healthy Communities or the Licensing Sub-Committee for consideration. The decision maker will receive a report from officers and invite written representations from the licence holder. This system allows the Licensing department to become aware of patterns or problems. The penalty point scheme enables Members to give weight to patterns or problems when issues come before a sub-committee.

The monitoring of contraventions system is only in place for breaches of conditions that the Council witnesses and/or investigates. If, for example, the Police deal with an issue by way of issuing a penalty notice or awarding penalty points/fine, the Council would not then issue points as well.

If the licence holder believes that points have been issued in error, or that there are mitigating circumstances not taken into account by the officer, there is a right of appeal to the Head of Healthy Communities, South Bucks District Council c/o King George V House, King George V Road, Amersham, HP6 5AW within 14 days of receiving the notice containing the points. The licence holder will receive notification of the decision of the appeal within 30 days of receipt of the notice of appeal.

The issue of points does not prevent the licensing section from taking any other or additional action, including prosecution where this is felt to be appropriate. For the avoidance of doubt, any breach of legislation, conditions, or offences not contained within the table will be dealt with in line with the hackney carriage and private hire policy.

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### Allocation of penalty points

The penalty point scheme assists the trade in maintaining its high standards and will act as a first step in assuring compliance with the licence conditions.

### Contraventions that will be dealt with outside of the penalty points scheme

The following licence contraventions are considered to be very serious and therefore a single offence shall lead to consideration of whether a licence ~~holder~~ should be suspended or revoked:

- Unlicensed vehicle by a licensed driver
- Unlicensed driver using a licensed vehicle
- Failure to display or correctly display a hackney carriage or private hire plate on licensed vehicle
- Driving with no valid Insurance
- Driving with no valid compliance/MOT
- Contravention of suspension notice

Whilst a defective tyre will normally lead to 4 points being issued, the Council will consider the severity of the defect and this could lead to a higher number of points being issued and potentially suspension or revocation of the drivers licence.

### Suspension of licences

A suspension notice can be issued giving 21 days' notice before the suspension takes effect or can be with immediate effect in the interest of public safety.

Whilst each case will be taken on its own merit, generally; -

A suspension notice will normally be served in the following cases

- If there is a history of non-compliance with the licence conditions or legislation and/or where 12 points have been issued as detailed above in a twelve month period.
- If there is a significant contravention in terms of risk to members of the public due to non-compliance.
- If the person is not otherwise currently considered to be a fit and proper person to be a licensed driver.
- Any other serious matter
- The policy on criminal records and behaviour will be used to assess whether a suspension should be given and if so whether it should be with immediate effect.

Also, the Crown Prosecution Service or police may be asked to apply for bail conditions, which require the hackney carriage proprietor's, and/or private hire vehicle, and/or private hire operator's licences any/all licences affected by this policy to be revoked by the court.

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Where a licence is refused, revoked, suspended or not renewed the licence holder must be provided within 14 days of the decision being made, notice of the grounds on which the action was taken.

### Revocation of licences

In the case of a driver or operator licence, the test will be whether the driver/operator is a fit and proper person (assessed in accordance with this policy, current legislation, case law and guidance). If they are not, on the balance of probabilities, then the licence will be revoked.

The decision to revoke a licence will not be taken lightly. The Head of Healthy Communities has delegated authority to revoke licences if appropriate or can refer the licence to [a](#) Licensing Sub Committee if appropriate.

Voluntary offers to surrender a licence will be accepted if made in writing and the licence plate/disc/badge returned.

### Notification of decisions

Any notice required to be served by the Council under this licence or under any of the provisions of the Local Government (Miscellaneous Provisions) Act 1976 shall be deemed to have been properly served if sent by pre-paid post to, or left at the last known address of, the holder of the licence.

### Appeal against refusal, suspension or revocation of a licence

The applicant or licence holder has the right of appeal to the Magistrates' Court (or Crown Court if relating to refusal to grant a hackney carriage vehicle licence). Appeal procedures to the Magistrate's Court will be detailed with notices sent out. On appeal to the Magistrates' Court a suspended or revoked licence can continue to be used until the appeal is heard with the exception of those licence holders suspended or revoked with immediate effect under section 61(2B) of the Local Government (Miscellaneous Provisions) Act 1976

### Formal caution

This is an alternative to prosecution and requires that the offender must admit the offence.

In considering the issue of a formal caution the following will be taken into account: -

- The seriousness of the offence.
- The benefits of its use rather than prosecution, e.g. cost, speed, deterrent effect in respect of re-offending
- The intention to rectify the contravention
- The evidence regarding the contravention.
- Previous history of the offender
- Consideration of the public interest (application of public interest test)

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Written information will be given or sent to the offender regarding the significance of the caution immediately prior to offer of the formal caution.

Formal cautions will always require first the signature of the offender and then the authorised local authority representative.

Copies of the caution will be sent to the offender and sent to the central registrar of convictions. The Legal department will hold the original caution.

### **Prosecution**

Prosecution will normally only be contemplated when the offences are serious, for example where there is a potential for risk to passenger safety, or as a result of refusal to accept other courses of action. Unlicensed persons or businesses will be considered for prosecution.

The following will be taken into account;

- the previous history
- the explanations or attitudes
- the probable public benefit
- would the use of a formal caution be more appropriate

Prosecution will be authorised by the Head of Healthy Communities after consultation with the Head of Legal and Democratic Services.

Should the Crown Prosecution Service be initiating action against a person or business for offences which also involve breaches of the; Police Town Clauses Act 1847, Local Government (Miscellaneous Provisions) Act 1976 or byelaws made in respect of hackney carriages, they may be authorised to initiate proceedings under these acts.

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## Licence Requirements

### South Bucks District Council licence requirements relating to hackney carriage and private hire drivers

#### Local Government (Miscellaneous Provisions) Act 1976 ("the 1976 Act")

These requirements apply to hackney carriage and private hire drivers. In determining what matters should be considered for a person to be a fit and proper person to be a driver the following applies:

#### Fit and proper person

Applications for a private hire drivers licence can only be made by fit and proper persons. A fit and proper person must:

- be medically fit
- comply with the Council's guidelines for the issue of hackney carriage and private hire driver and operator licences policy and the Home Office circular with regard to cautions, convictions or pending court appearances as detailed in the Home Office circular
- not be entered on the sex offenders register
- be an experienced driver
- have the required knowledge of the district, highway code, policy and customer care

#### New applications

Applications will only be accepted if they are made on the form provided for the purpose by the Council. The form must be completed online and electronically signed by the applicant.

The first application for a drivers licence must be accompanied by ~~two~~ ~~three~~ independent references as to the character of the applicant. The names, addresses, and phone number of the referees must be stated on the online form.

An application will also ~~only be~~ ~~only~~ considered after ~~it has proven that they~~ ~~the Applicant~~ ~~has a right to work in the UK and the Council is in the~~ receipt of ~~three~~ ~~two~~ references, two passport-sized photographs, a full DVLA/ EU driving licence including photo card and ~~counterpart~~ DVLA code, a current medical certificate (not older than 3 months)\*, proof of identity (Passport/ Birth Certificate), a relevant knowledge test pass certificate, an enhanced Disclosure and Barring Service criminal record check (not older than 3 months), a ~~DSA driving test certificate (or higher level driving standards certificate)~~ ~~specialist driving standards test certificate~~ and a Certificate of Good Conduct from the relevant embassy for all applicants who have lived in the UK for less than 5 years (new applicants only) or who have been absent for a period of 9 months or more within the last three years for current licensees. If the Certificate is not issued in English, the applicant will be required to pay for the relevant translation. All fees must be paid when submitting the application. The driver's badge deposit is payable prior to any badge being issued. ~~table~~

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A medical certificate completed by the applicant's registered medical practitioner is required to prove the applicant is fit to drive a licensed vehicle.

Where an existing licensed hackney carriage driver applies to obtain a private hire licence, or vice versa, no additional medical will be required.

## Renewal

Applications will only be acceptable if they are made on the form provided for the purpose by the Council.

An application will only be considered upon receipt of the correct fee, two passport-sized photographs and a full DVLA/EU driving licence including photo card and ~~counterpart~~[DVLA Code](#). Any additional documents that are due to expire within the renewal period **must also** be presented at renewal. In addition, the expired drivers badge must be returned to the Council in order to collect your replacement badge.

All fees must be paid at the time of renewal. **Only full applications will be accepted**, any missing documents or elements will mean your application will not be processed.

Licences will be issued following processing within 28 days of a full application.

All applications for the renewal of a licence must be made at least four weeks prior to the expiry of the existing current licence. Applications received less than 28 days prior to the expiry of the licence may not be issued prior to the expiry of the current licence, and in these cases the Licensee will not be able to work as a licensed driver or drive any licensed vehicle until the new licence is issued.

## Fees

The appropriate fee as prescribed from time to time by the Council must accompany all applications.

## Photographs

An application must be accompanied by two recent passport sized photographs of the applicant. It must be signed by the applicant. It must be taken against a light coloured background, and clearly show your full face. You must not wear sunglasses, or any head covering unless head covering is worn for religious or medical reasons. The photo will be used for the driver's badge that will be issued by the Council.

## Proof of identity

A birth certificate, ~~with~~ national insurance number, passport or new style photographic driver's licence must be produced on first application. [NATHAN – DO YOU JUST REQUIRE ONE OF THESE DOCS?](#)

## Duration of driver's licence

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The standard period that a licence shall remain in force is three years, commencing from the date the licence is granted, not the date of the application itself.

No licence will be issued for a period longer than the standard three year period, however if an applicant wishes to be considered for a licence with a shorter duration, this request must be put in writing at time of application. These requests will be considered on a case by case basis.

A driver's licence on renewal may be issued for a probationary period of less than three years as determined by the Council, dependant on the applicant's ability to demonstrate being a fit and proper person. Items that could be considered would include driver's experience, criminal record, references, past allegations, record of compliance with the conditions, outstanding fees and any other reasonable cause.

### Medical certificate

The standard of medical examination as required by South Bucks District Council is that normally associated with a group II driver's licence. All drivers are required to provide a certificate signed by their registered medical practitioner to the effect that they are physically fit to be the driver of a taxi or private hire vehicle. A medical certificate is required at first application, every 3 years up to 60 years of age, and annually thereafter.

The applicant is responsible for the payment of all fees required for any medical examination.

The licensee shall notify the authorised officer in writing as soon as possible and in any event not later than fourteen days of any illness or injury affecting his or her fitness to drive in any way.

Where there is reasonable doubt over a driver's fitness, the Council may direct the driver for a medical examination by a specified registered medical practitioner at any time. The applicant is responsible for the payment of all fees required for any medical examination.

### Driving experience

A valid full DVLA/ EU drivers licence (Groups A and B) must have been held for a period of three years prior to application. Whilst each case will be taken on its merit, as a general principle a licence will not be granted where an applicant has been convicted of a serious driving offence in the past three years, or has more than six active points on their licence.

In addition to the above, all new applicants will have to demonstrate good driving ability and be aware of potential hazards. This will be assessed by the completion of a [specialist](#) driving assessment ~~by the DSA~~; [a](#) valid (within valid date as printed on certificate) pass certificate will be required before the licence can be issued. Alternatively a driver can demonstrate his/her ability by being a member (by examination) of the Institute of Advanced Motorists, or holding a HGV/ PCV (PSV) licence.

### Disclosure and Barring Service criminal record check

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A DBS enhanced disclosure is required on receipt of new applications. Applicants and existing drivers must sign up to the update service provided by DBS, providing a mandate for this to the Council. An authorised officer can make random checks whilst the licence is effective. This will require a DBS enhanced disclosure application form to be completed by the applicant. All applicants should refer to the Council's guidelines for issue of private hire driver and operator and Home Office circular with regards to any criminal convictions or cautions. A fee is required for this check.

Existing drivers at the time this policy is adopted will be required to sign up to the Update service when their current criminal record check is due to be updated.

### Convictions

Convictions will be dealt with in accordance with the policy on criminal convictions and behaviour in section [ ] of the hackney carriage and private hire policy.

In order to ensure protection of the public a driver must ensure immediate disclosure (within 72 hours) to the Licensing team officer in writing if they are charged, arrested, cautioned, or convicted of any offence during the period of their licence. Should knowledge such disclosure of any offences be withheld, this will reflect on a person's fitness to be a driver and will may lead to a licence being suspended or revoked.

### Drivers identity badge

A deposit will be required prior to the issue of a drivers badge and will be returnable upon the surrender of the drivers licence and return of badge. The badge shall be worn at all times the vehicle is being used as a licensed vehicle and in such a position and manner as to be plainly and distinctly visible. On the expiry, revocation or suspension of the licence the driver shall return the badge to the Council on demand.

### Compliance with legislation

Drivers, where applicable, are expected to will comply with the provisions of the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976, the byelaws made in respect of hackney carriages and conditions relating to the private hire drivers licence. Also compliance They are also expected to comply with Section 37 of the Disability Discrimination Act 1995 and Equality Act (2010) in respect of assistance dogs.

It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006.

The Council requires a An international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window. The signs must be clearly visible from inside and outside of the vehicle.

### Insurance

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The driver of a licensed vehicle must ensure the vehicle is insured for use for that specific purpose. Such insurance must be continuous and include legal liability for passengers.

### **CCTV in vehicles**

The licensee shall ensure that they do not drive a licensed vehicle with unauthorised facilities for recording visual or audio sources. All vehicles with an authorised CCTV system shall contain a certificate of authorisation. Any proposed CCTV system must satisfy the requirements of the CCTV conditions within the hackney carriage and private hire licensing policy and must be authorised by a relevant officer.

### **Appeals procedure**

Any person aggrieved by refusal to grant a licence may appeal to the Magistrate's Court within 21 days of a decision being made.

### **Change of personal details**

The driver shall immediately (within 7 days) notify the authorised officer in writing of any change in his or her personal details. Changes shall include: changes of address, name, [marital](#) status, phone number and mobile number.

### **Suspension, revocation, and refusal to renew licence**

- Without prejudice to these conditions, the Council may suspend, revoke or refuse to renew the licence ~~on any of the following grounds~~ when considered necessary to do so

The Council will have regard to this policy when making a decision to suspend, revoke or refuse to renew a licence.

### **Other offences**

The licensee shall be guilty of an offence if he or she:

- Wilfully obstructs an authorised officer acting in pursuance of Part II of the 1976 or the Town Police Clauses Act 1847;
- Fails to comply with any requirements made to him or her by the authorised officer;
- Without reasonable cause fails to give the authorised officer any other assistance or information which he may require for the performance of his or her functions.

### **Offence notification notice**

The Council has the power to charge fees not exceeding £25.00 for administration of and the control and supervision of hackney carriage and private hire drivers. These charges are detailed in the enforcement policy and will be issued in accordance with the Policy.

All fees and charges for the previous year shall have been paid before application for a renewal of a drivers licence can be accepted.

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### Conduct of driver

The licensee shall:

- at all times be clean and respectable in his or her dress, behave in a civil and orderly manner, and not use foul and abusive language
- take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle
- assist any passenger in gaining access to or exiting from the vehicle
- assist any passenger with the loading and unloading of luggage into and out of the vehicle
- afford reasonable assistance in removing a passenger's luggage to or from the entrance of any house, station or place at which he or she may collect or set down a person
- unless otherwise directed by the hirer, shall proceed to the destination requested by the Hirer by the shortest possible route
- not drive the vehicle without the written consent of the proprietor of the vehicle
- not drink, eat, or play audio equipment in the vehicle without the express permission of the hirer
- shall ensure that no annoyance or disturbance is caused to residents or other road users whilst driving the vehicle
- not use the horn or lights of the vehicle or shout in order to signify to the Hirer or passengers that the Licensee is waiting for the Hirer or passengers
- not drive a licensed vehicle in a manner that may intimidate or have the potential to intimidate another road user
- take all reasonable steps to ensure the safety of luggage conveyed in, being loaded in or removed from the vehicle
- comply with all road traffic law
- Not use a mobile phone whilst driving
- ensure that he or she does not drive a vehicle with more passenger capacity than their badge authorises
- not smoke or permit a passenger to smoke in the vehicle
- ensure that regulation "No Smoking" signs are prominently displayed on the front passenger window or dashboard and on the rear passenger window of the vehicle you are assigned. The sign to be an international "No Smoking" signs 70mm in diameter
- not initiate any dialogue of a "sexual" nature with a passenger including by telephone contact, social media, email or any other form of communication. Licensed drivers are not permitted to become involved "sexually", or have sexual contact, with a passenger whether consent is given or not and whether or not the vehicle is carrying fare paying passengers at the time

### Passengers

The licensee shall not:-

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- Convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the licence for the vehicle
- Without the consent of the Hirer convey or permit to be conveyed any other person in the vehicle.
- Allow to be conveyed in the front of the vehicle:
  - Any child below the age of three years
  - More than one person above the age of three years
  - An infant in arms

The licensee shall ensure that all passengers between three and twelve years of age or 135cm in height wear an appropriate child restraint to travel in the front of a vehicle. If not available, these passengers must use an adult seat belt in the rear of the vehicle.

### **Lost property**

- The licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein,
- The licensee shall ensure that any property accidentally left, or found or handed to him in the vehicle will be, taken to a police station within 48 hours of it being found.

### **Written receipts**

The driver shall, if requested by the hirer, provide them with a written receipt for the fare paid.

### **Animals/assistance/guide dogs**

The driver shall not convey in a licensed vehicle any animal belonging to or in the custody of himself or the proprietor or operator of the vehicle. The driver shall ensure that any animal belonging to or in the custody of any passenger is conveyed in the rear of the vehicle. The driver shall transport any person and his/her guide or assistance dog without additional charge. Holders of an exemption certificate from carrying animals (issued because of medical reasons) must display the certificate in a prominent position.

It is an offence to refuse to carry assistance/guide dogs.

### **Prompt attendance**

The driver of a licensed vehicle shall promptly attend at the appointed time and place unless delayed or prevented by sufficient cause.

### **Deposit of licence**

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The licensee-driver shall deposit his or her paper licence with the vehicle proprietor/licensee before commencing to drive the vehicle. The licence shall be retained by the vehicle licensee until such time as the driver ceases to drive that vehicle.

The licensee/proprietor must also ensure the driver holds a current DVLA driving licence in respect of the number of passengers authorised on the vehicle licence/plate.

### **Taximeter**

A licensed driver shall not drive the vehicle unless the taximeter (where fitted) is in working condition and has been sealed by a meter company, who have issued the licensee with a calibration certificate. The licensed driver shall not cause the fare recorded to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare.

The Licensee shall not tamper with or permit any person to tamper with any taximeter with which the vehicle is fitted, with the fittings thereof, or with the seals affixed thereto. The Licensee shall ensure that when the vehicle is not in use the taximeter is switched off

### **Fare to be demanded**

- The driver shall not demand from any hirer of a licensed vehicle a fare in excess of any previously agreed. If the vehicle is fitted with a taximeter the fare shown on the face of the taximeter is the highest fare that can be charged. The driver shall not demand any fare higher than that shown on the face of the taximeter.
- The licensee shall cause any statement of fares provided by the operator to be exhibited inside the vehicle, in clearly distinguishable letters and figures.

### **Seatbelts**

It is recommended that when driving the vehicle the licensee should wear a seat belt at all times.

### **Insurance**

The driver of a licensed vehicle shall ensure that he or she is covered by a valid insurance policy for public hire (and private hire if private hire bookings are accepted from licensed operators) which includes legal liability for passengers before commencing to drive the vehicle, and shall ensure that they do not act in any way which might invalidate the insurance.

The licensee shall, on being requested to do so, produce the insurance certificate to a police officer or an authorised officer.

### **Accidents and damage to the vehicle**

The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle and/or any damage materially affecting the safety, performance or appearance of the vehicle within 72 hours of the accident using the form issued by the

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Council. In the interests of public safety the Licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council. The licensee shall ensure that the vehicle is not used for hire until it has been inspected and approved by the authorised officer or a new compliance certificate has been obtained where appropriate as considered by the Council on receipt of the reported details of the incident.

### **Inspections**

The licensee shall not obstruct the authorised officer or any police officer from carrying out any inspection or test of the vehicle.

### **Copy of licence and requirements**

The licensee shall at all times when driving the vehicle carry with him or her a copy of their licence and these requirements, and shall make it available for inspection by the hirer, any other passenger, the authorised officer or a police officer upon request

### **Variation of requirements**

The Council reserves the right to vary, delete or waive any of these requirements

### **Delivery of notices**

Any notice required to be served by the Council under any licence granted or under any of the provisions of the Local Government (Miscellaneous Provisions) Act 1976 shall be deemed to have been properly served if sent by pre-paid post to, or left at the last known address of the holder of the licence.

### **CCTV in vehicles**

The licensee shall ensure that they do not drive a licensed vehicle with unauthorised facilities for recording visual or audio sources. All vehicles with an authorised CCTV system shall contain a certificate of authorisation. Any proposed CCTV system must satisfy the requirements of the CCTV conditions contained within the hackney carriage and private hire licensing policy.

### **Appeals procedure**

Any person aggrieved by refusal to grant a licence may appeal to the Magistrate's Court within 21 days of a decision being made.

## **Requirements relating to hackney carriage and private hire vehicles**

### **Local Government (Miscellaneous Provisions) Act 1976 ("The 1976 Act")**



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## Applications

All applications will only be acceptable if they are made on the form provided for the purpose by the Council, the form must be completed online and electronically signed by the applicant. An application will only be considered after production of the vehicle registration document, MOT (when required by law), Certificate of Compliance, (European whole vehicle type approved, if required), insurance certificate, and fee.

## RENEWAL

Applications will only be acceptable if they are made on the online form provided for the purpose by the Council.

An application for renewal will only be considered upon receipt of the correct fee, the Vehicle Registration document, and any additional documents that are due to expire within the renewal period. This may include: Insurance, MOT, and compliance certificate. In addition, the expired vehicle plate must be returned to the Council in order to collect your replacement.

All fees must be paid at the time of renewal. **Only full applications will be accepted**, any missing documents or elements will mean your application will not be processed.

Licences will be issued following processing within 28 days of a full application.

All applications for the renewal of a licence must be made at least four weeks prior to the expiry of the existing current licence. Applications received less than 28 days prior to the expiry of the licence may not be issued prior to the expiry of the current licence, and in these cases the licensee will not be able to work as a licensed driver until the new licence is issued.

## Fee

The appropriate fee, paid in full, as prescribed from time to time by the Council, must accompany all applications.

## Duration of vehicle licence

All licences shall remain in force for a maximum of one year only, commencing from the date of the granting of the licence.

## Dual plating

No ~~application shall be considered~~ licence shall be granted where the proposed vehicle is already licensed by another Council. Such vehicles may be licensed following the surrender of the existing licence. Providing they meet the criteria of this policy and a full application is made.

## Change of vehicle or transfer of licence

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An application by the licence holder for a change of vehicle or an application to transfer the licence will only be considered after production of the vehicle registration document, MOT, certificate of compliance, (European whole vehicle type approved, if required), insurance certificate, valid taximeter calibration certificate and the relevant fee. In the case of a transfer application a dated letter stating that the vehicle and the plate are being transferred from the current holder to the new owner. This letter must include addresses, plate number, vehicle type and registration.

**Please note a change of vehicle application, and a transfer of a vehicle licence cannot take place at the same time.**

### Type of vehicle

The Transport Act 1985 allows licensing authorities to regulate vehicle standards. Circular 8/86 accompanying the Transport Act, states that authorities will wish to ensure that vehicles are mechanically sound, roadworthy and safe. The following will be applied.

- The vehicle must not be left hand drive
- Only vehicles holding or built to the standards required by the M1, M2 and M3 European whole vehicle type approval will be licensed.
- Any converted vehicles will be required to hold the appropriate low volume type approval certificate in the M classification or the enhanced single vehicle certificate together with the original M type approval.
- The vehicle must be maintained throughout the term of the vehicle licence, to a high standard of appearance to the complete satisfaction of the Council, and kept in the condition stated in the standards for conditions of appearance of a hackney carriage or private hire vehicle.
  - 4.6.1 Subject to paragraph 4.6.4 a licence shall not be granted in respect of any vehicle which is more than seven years old in the case of an application for a new private hire vehicle licence in respect of the vehicle and more than ten years old in the case of an application for the renewal of a licence
  - 4.6.2 Subject to paragraph 4.6.4, the Council will not allow the transfer of a licence to a vehicle which is more than seven years old
  - 4.6.3 Under paragraphs 4.6.1 and 4.6.2 the age of the vehicle shall be calculated with reference to the registration documentation for the vehicle.
  - 4.6.4 With reference to the ages of vehicles, in the cases of purpose built hackney carriages and vehicles considered to be of an 'exceptional' standard each application will be considered on its own merits prior to a determination being made. The maximum age for licensing of these vehicles shall be twelve (12) years.

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- In determining an application whereby the vehicle is considered to be of 'exceptional standard' it will be for the applicant to set out in writing why he/she considers the vehicle to be of 'exceptional' standard. The Licensing team leader will undertake a joint inspection of the vehicle with a licensing officer and also seek information where necessary from the inspecting mechanic at the vehicle testing station to assess the vehicles mechanical condition.
- The relevant officer will make a decision under delegated authority to either grant/renew the licence subject to a special condition requesting six (6) monthly mechanical testing and the production of a mechanical report to a licensing officer during the duration of the licence. The Licensing team leader may also make a decision to refuse the licence or to refer any application of concern to the Licensing Sub-Committee for determination.
- In determining "exceptional standard" the following standards should usually be attained (but not limited to)
- The vehicle must pass the Council's mechanical vehicle inspection (compliance test).
- The bodywork should be in near perfect condition with no signs of panel age deterioration, dents, scratches, stone chips or rust or any other abrasions that may detract from the overall appearance of the vehicle.
- The general paint condition should not show signs of fading, discolouration or mismatching that may detract from the overall appearance of the vehicle.
- The interior trim, panels, seating and carpets etc should be in excellent condition clean, free of damage and discoloration.
- The vehicle service record can be used as supporting evidence of exceptional condition in that a vehicle of exceptional condition would normally be expected to demonstrate regular servicing and maintenance in accordance with the manufacturer's service specification.
- The vehicle to be in excellent mechanical condition and in all respects safe and roadworthy with no signs of corrosion to the mechanical parts, chassis, underside or body work.
- The boot or luggage compartment to be in good condition, clean and undamaged.
- Passenger areas should be free from damp or any other odours that may cause passenger discomfort
- The vehicle shall have at least four road wheels and a spare wheel or a canister of tyre inflator/repair kept in the vehicle
- No vehicle shall be licensed which would require any passenger to climb over any luggage in the vehicle or climb into any boot space

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- All seats, front and rear must be fitted with seat belts
- The vehicle must be submitted for a mechanical test at a garage authorised by the Council and may be inspected for suitability by the Council's licensing officer. A certificate of compliance with the standards required under the Road Traffic Act 1972, Sections 43 and 44 must be provided by the garage. In addition to those standards required by the MOT the items detailed in the attached form are required
- The Council's licensing officer may direct the vehicle to be inspected in accordance with the certificate of compliance at a specific testing station
- A certificate of compliance will be valid for 1 year from date of issue.
- The vehicle should contain a portable dry powder 1kg capacity fire extinguisher. The extinguisher must conform to BS EN3 1996 Standard, and should be mounted in a convenient position in the vehicle. The extinguisher shall be marked with the [hackney carriage](#)/-private hire vehicle licence number
- A first aid kit complying with the Health and Safety (First Aid) Regulations 1981 should be carried in the vehicle. The kit to be marked with the [hackney carriage](#)/private hire licence number
- Vehicles that have been converted to use liquid petroleum gas and/or Compressed Natural Gas, require compliance with the Liquid Petroleum Gas Association's Code of Practice No.11
- That a valid certificate certifying compliance with the standards of the Code of Practice No. 11 be submitted with all new applications in respect of converted private hire and hackney carriage vehicles unless such vehicles were factory converted from new

### Seating capacity

The seating capacity of any [hackney carriage](#)/-private hire vehicle shall be calculated in accordance with the provisions of Regulation 44 of the Road Vehicles (Registration and Licensing) Regulations 2002, (SI 2002 No. 2742) and the Council's decision shall be binding.

### Testing of vehicles

A licence shall not be granted in respect of any vehicle unless such vehicle has a current certificate of compliance as detailed below, and a valid MOT certificate (where required).

### Insurance and road fund licence

All hackney carriage and private hire vehicles must be licensed and insured for hackney carriage or private hire use. Such insurance must be continuous and include legal liability for passengers and luggage. Proof of insurance must be submitted with each application for a licence and where it expires during the term of the licence a new certificate or cover note must be supplied to the Licensing team.

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### **Certificate of compliance**

- A certificate of compliance will only be granted where a vehicle complies in all respects with the detailed standard set out in the main policy document.
- A certificate of compliance shall be valid for one year only from the date of issue.
- A certificate of compliance may only be issued by a vehicle testing station authorised and designated by the Council.
- A current list of designated vehicle testing stations is available from the Council.

### **Examination of vehicles**

The approved officer may request that the vehicle is presented at King George V House, King George V Road, Amersham HP6 5AW at a time and date agreed for the purpose of establishing that the vehicle complies with the Council's requirements.

### **Deposit on licence plate**

A deposit will be required prior to the issue of a vehicle licence plate and will be returnable upon the prompt return of the licence plate upon the expiry of the vehicle licence.

Where a change of ownership occurs, the deposit will be refundable to the person surrendering the licence plate, not to the person who originally paid the deposit

### **Smoking**

It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006. An international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window. The signs must be clearly visible from inside and outside of the vehicle.

### **CCTV in vehicles**

The licensee shall ensure that their licensed vehicle does not contain any facilities to record visual or audio sources without first obtaining authorisation from the Council. Any proposed CCTV system must satisfy the requirements of the CCTV conditions section.

### **Appeals procedure**

Any person aggrieved by refusal to grant a licence may appeal to the Magistrate's Court within 21 days of a decision being made.

### **Standards for conditions of appearance of vehicles**

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The vehicle must comply with the following:-

**Rust** Any vehicle presented should be free from any significant areas of visible rusting. Although minor blemishes should not constitute a failure, the following general criteria should be followed; any vehicle with visible rust patches should be failed

**Dents** Any vehicle with minor dents on one or more panels where such dents are more than 5cms in diameter/length should be failed

**Scratches** Any vehicle with un-repaired scratches down to bare metal on three or more panels, of 5cms in length, or a single scratch of more than 20cms in length, should be failed

**Paintwork** All panels on all vehicles shall be painted in manufacturer's colour; panels with unmatched colours or in primer should be deemed as failures

**Seats** In conventional vehicles where it is intended that the licence be for four passengers, the rear seat must be at least 1220mm (48 inches) in width. All seats shall have a minimum of 410mm (16 inches) per person and in respect of seating comply with the Road Vehicle (Registration and Licensing) Regulations 2002. All seats, including the driver's must be free from repaired cuts, tears or cigarette burns, except of a very minor nature. Any repairs must have been carried out in a professional and neat manner. All seats must be kept clean and tidy and free from all extraneous matter

**Carpets/floor covering** All carpets and floor covering shall be complete and free from cuts, tears, staining and soiling

**Headlining and other trim** All interior trim, including headlining shall be clean, complete, properly fitted and free from cuts, tears or soiling

**Boot/luggage compartment** This should be empty, except for spare wheel, essential tools and first aid kit (to comply with Health and Safety and First Aid Regulations). The compartment should be clean and any covering free from major cuts, tears or other damage or staining

**Interior** The interior must be kept clean, tidy and free of any water penetration or litter or other rubbish

**Vehicle emissions** The vehicle must comply with the Motor Vehicle (Emission Test) Regulations

**Glazing** All vehicles will be tested with a light meter. Any vehicle with a reading lower than the following will not be licensed. Front Windscreen 75%, Front Side Windows 70%, All other Windows 30%. The lower the number the darker the tint

## Requirements relating only to private hire vehicles

- The vehicle shall have three or four doors (a rear-opening hatch back will not be considered or counted as a door for the means of entry or egress, except that a multi-purpose vehicle may have a single sliding door to the left hand side of the vehicle)

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- An exception can be made in the case of a vehicle licensed to carry only 1 passenger where a 2 door vehicle would suffice

### **Private hire occupancy plate**

When licensed, the vehicle shall have an authorised occupancy plate fixed to the rear of the vehicle. The plate shall be securely and permanently fixed to the vehicle on or above the bumper and be clearly visible. The plate shall be secured to the vehicle by the use of a bracket. If a bracket is not suitable or practicable, then the plate shall be fixed with the aid of screws or bolts.

### **Private hire licence disc**

When licensed, the vehicle shall have an authorised occupancy disc. This is to be displayed in the front of the vehicle in such a way as to be clearly visible from the inside and the outside of the vehicle.

### **Signs etc.**

No sign, notice, advertisement, plate, mark, letters, figures, symbols, emblems or devices shall be used, if it contains anything of a religious or political nature or advertises Tobacco, Alcohol, ~~a sex or any form~~ sex establishment, or contains any matter likely to cause offence. Approval on the type and extent of the advertising should be sought from the licensing officer, for which there is an admin~~istrat~~ion fee per batch of advertising.

No signs or advertising containing the word "TAXI" will be permitted on any Private Hire vehicle.

### **Private hire signs**

A roof sign is not permitted.

As directed by the Council the operator shall cause to be fixed and maintained to the front driver and passenger doors a prescribed sign bearing the words "Private Hire Vehicle – Advance Bookings Only.

### **Dispensation Certificates from displaying vehicle licence plate**

The Licensing team have a duty of care to ensure that all residents, professional clients and general customers travelling in Private Hire vehicles are safe and secure at all times. Dispensations will only be considered for specialist private hire use. This does not include airport services, regular school contracts and normal daily/weekend private hire work.

Information listed below is required to be submitted prior to a formal decision being made. New documents with this information will be required by the Licensing team at the renewal stage of the vehicle licence to assess whether the exemptions should remain in force.

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- Identification of vehicle/s involved. We will require full details of the vehicles being used under exemption certificates, including make and model of vehicle, vehicle registration, Licence details, Owners details and Full Name & Address of the driver using the vehicle.
- Nature of work carried out by each vehicle, which is alleged to justify an exemption (which must be work of a prestigious nature, as opposed to ordinary private hire work) detailing each of your contracts and information on trips carried out under the exemption certificate.
- Identities of all clients served by the vehicle/s identified. Full name, address and details of clients including contact name, telephone number and website address and companies house registration number.
- Proportion of each vehicle's work, which is derived from each, named client. I.e. on a weekly basis how often will you be working for each individual client?
- Written confirmation from the clients named. A letter will be required confirming use of your services and confirming reasons why plates are not to be displayed.

Should a dispensation be approved the licence plate will not be required to be fixed to the vehicle; however, the licence, dispensation certificate and plate must be carried at all times in the vehicle. No advertising is permitted on or in any vehicle with dispensation.

Any person aggrieved by the decision of refusal to grant a certificate can appeal to the Head of Healthy Communities in writing within 14 days.

Where the use of vehicles changes during the period that the vehicle is licensed, the Licensing team must be informed so dispensation can be removed. If dispensation is removed, the exceptions that this provides will no longer relate to that vehicle.

### **Residential qualification**

The operator of any private hire vehicle must maintain an office within the area of the South Bucks District Council for a period of the licence.

### **Private hire vehicles may not operate from taxi ranks and stands**

Private Hire Vehicles may not operate from Hackney Carriage ranks or stands or ply the carriageway for hire but must be pre-booked.

## **Requirements relating only to hackney carriage vehicles**

**Town Police Clauses Act 1847 ("the 1847 Act")**

**Local Government (Miscellaneous Provisions) Act 1976 ("The 1976 Act")**

- All new hackney carriage vehicle licences issued shall be for a purpose built hackney carriage, capable of conveying a disabled person whilst seated in a wheelchair. [As this](#)

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change of policy will only be applied to new licences issued, existing licence holders will continue to be able to change their vehicle for alternative models when they need to replace their vehicle

The vehicle must be adapted or designed by the manufacturer or his agent, to carry at least one wheelchair bound passenger. Please check with the licensing office that the vehicle you intend to purchase meet the condition. Vehicles of a type currently licensed as a hackney carriage in London are acceptable.

**Comment [NM1]:** This is a clarification rather than a change from what was consulted on

- Other wheelchair accessible vehicles will be specifically approved by the Council for use as hackney carriages, subject to them meeting the following minimum requirements;
- The wheelchair access should be available from the kerbside with the wheelchair facing forward and being secured to a CE type approved, manufacturer installed anchorage system for the chair. The passenger secured to a CE approved, manufacturer installed seat belt anchorage system
- Passenger door dimensions to be not less than the minimum currently required of hackney carriages in London.
- To improve access to disabled persons all Hackney carriages licensed in compliance with the wheelchair accessibility requirements may only be changed to vehicles that similarly meet that standard
- The vehicle shall have three or four doors (a rear-opening hatch back will not be considered or counted as a door for the means of entry or egress, except that a multi-purpose vehicle may have a single sliding door to the left hand side of the vehicle)

### Hackney carriage occupancy plate

When licensed, the vehicle shall have an authorised occupancy plate fixed to the rear of the vehicle. The plate shall be securely and permanently fixed to the vehicle on or above the bumper and be clearly visible. The plate shall be secured to the vehicle by the use of a bracket. If a bracket is not suitable or practicable, then the plate shall be fixed with the aid of screws or bolts.

### Hackney carriage licence disc

When licensed, the vehicle shall have an authorised occupancy disc. This is to be displayed in the front of the vehicle in such a way as to be clearly visible from the inside and the outside of the vehicle.

### Taximeter

All hackney carriage vehicles shall be fitted with a taximeter installed by an authorised taximeter company and so constructed, attached, and maintained as to comply with the following requirement:

- All new hackney carriage vehicles shall require a calendar controlled tariff taximeter

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- The taximeter shall be fitted with a key flag or other device the turning of which will bring the machinery of the taximeter into action and cause the word "hired" to appear on the face of the meter
- Such key, flag or other device shall be capable of being locked in such a position indicating that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter
- 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 licensee or driver is entitled to demand and take for hire of the vehicle by distance in pursuance of the table of fares made by the Council in that behalf
- 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
- 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 vehicle, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring
- The taximeter shall be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Traffic Act 1972, and also at the request of the hirer
- The taximeter shall have connected thereto a roof sign bearing the words "TAXI" in accordance with paragraph 8 below and such sign shall be plainly visible and legible to persons wishing to hire the vehicle and for that purpose it shall be capable of being suitably illuminated when the vehicle is plying or standing for hire
- The taximeter and all its fittings shall be so affixed to the vehicle 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
- When the vehicle is standing or plying for hire or returning from another district the key flag or other device fitted with the taximeter shall be locked in the position in which no fare is recorded on the face of the taximeter
- Before beginning a journey for which a fare is to be charged for distance and time, the taximeter should be brought into action so that the word "hired" is legible on the face of the taximeter and the taximeter should be kept on until the hiring has terminated
- The taximeter and its fittings will be sealed by the installer
- The taximeter shall be calibrated and sealed by the taximeter company at first installation and then when a seal is broken or missing, following a change to the table of fares, or when requested by the Council. The certificate of calibration is to be provided by the taximeter installer. A valid certificate should be produced on transfer, change or renewal of a licence.

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### **Signs etc**

No sign, notice, advertisement, plate, mark, letters, figures, symbols, emblems or devices shall be used, if it contains anything of a religious or political nature or advertises tobacco, alcohol, any sex related establishment (shop or venue), or contains any matter likely to cause offence. Approval on the type and extent of the advertising should be sought from the licensing officer. [A charge will be payable as detailed in the Council's policy](#)

### **Hackney carriage door signs**

As directed by the Council the proprietor shall cause to be fixed and maintained to the front driver and passenger doors a prescribed sign bearing the words Hackney Carriage.

### **Roof signs**

The minimum sign dimensions for roof signs are 10" wide 5" deep and 4" high, there are no maximum measurements. The word taxi only in black capital letters to be clearly legible on the front and rear side of the roof sign. The front of the sign must be white and the back red or white. Purpose built taxis are exempt from these requirements.

The sign must be illuminated when plying or available for hire during the hours of darkness and must be linked to the taximeter so that when a fare is being carried, the roof sign is not illuminated.

### **Taxi ranks and stands**

Hackney Carriages can operate from authorised ranks or stands, including 'shared' stands or ply the carriageway for hire or can be pre-booked.

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## Licensing conditions relating to private hire drivers

### Local Government (Miscellaneous Provisions) Act 1976 ("the 1976 Act")

The following conditions are made by South Bucks District Council in pursuance of the powers conferred by Part II of the Local Government (Miscellaneous Provisions) Act 1976 (as amended) to ensure efficient and effective regulation of private hire vehicle use and to ensure that proper vehicular and driver standards are maintained in the interests of public safety.

These conditions should be read in conjunction with the Local Government (Miscellaneous Provisions) Act 1976 and other relevant legislation.

#### Definitions

In these conditions:

'The application' shall mean the application made by the licensee for the grant of the licence

'Authorised officer' shall mean a licensing officer of the Council's Healthy Communities Division or any other officer authorised by the Head of Healthy Communities

'The Council' shall mean South Bucks District Council

'the hirer' shall mean any person or persons who from time-to-time hires or books the vehicle

'the licensee' shall mean the person(s) named in the licence

"the operator" shall mean any person, company or partnership licensed by the Council to operate private hire vehicles

"the vehicle" shall mean any private hire vehicle licensed by the Council

#### General

The licensee shall ensure that he or she complies in all respects with the requirements of any Act and regulations affecting the operation of private hire vehicles and motor vehicles, these conditions and any code of practice implemented by the Council.

#### Maintenance of the vehicle

The licensee shall:

- Ensure that the vehicle to be driven by him or her is in a roadworthy condition, thoroughly cleansed; all equipment fittings and fixtures are present and serviceable and comply with the conditions attached to the licence relating to the vehicle before commencement of any journey.

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- Record details of checks and inspections in the record book provided by the proprietor of the vehicle.
- Report any defect discovered by the licensee to the proprietor of the vehicle.

### **Conduct of the licensee**

The licensee shall:

- at all times be clean and respectable in his or her dress, behave in a civil and orderly manner, and not use foul and abusive language
- shall confirm the name, destination, and method of payment with every passenger prior to commencing any journey
- take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle
- assist any passenger in gaining access to or from the vehicle
- assist any passenger with the loading and unloading of luggage into and out of the vehicle
- afford reasonable assistance in removing a passenger's luggage to or from the entrance of any house, station or place at which he or she may collect or set down a person
- unless otherwise directed by the hirer, shall proceed to the destination requested by the hirer by the shortest possible route
- not drive the vehicle without the written consent of the proprietor of the vehicle
- not drink, eat, or play audio equipment in the vehicle without the express permission of the hirer
- shall ensure that no annoyance or disturbance is caused to residents or other road users whilst driving the vehicle
- not use the horn or lights of the vehicle or shout in order to signify to the hirer or passengers that the Licensee is waiting for the Hirer or passengers
- not drive a licensed vehicle in a manner that may intimidate or have the potential to intimidate another road user
- take all reasonable steps to ensure the safety of luggage conveyed in, being loaded in or removed from the vehicle
- comply with all road traffic law
- not use a mobile phone whilst driving
- immediately notify the Council's licensing officer if he or she has knowingly conveyed a

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dead body in the vehicle, and not drive the vehicle again until he or she has obtained written permission for the continued use of the vehicle

- not cause or permit the vehicle to stand in such a manner as to suggest that it is standing or otherwise plying for hire or that it is a hackney carriage
- not tout or solicit any person to hire or be carried in any private hire vehicle; and
- not cause or procure any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle
- ensure that he or she does not drive a vehicle with more passenger capacity than their badge authorises
- not smoke or permit a passenger to smoke in the vehicle
- ensure that regulation "No Smoking" signs are prominently displayed on the front passenger window or dashboard and on the rear passenger window of the vehicle you are assigned. The sign to be an international "No Smoking" signs 70mm in diameter
- not initiate any dialogue of a "sexual" nature with a passenger including by telephone contact, social media, email or any other form of communication. Licensed drivers are not permitted to become involved "sexually", or have sexual contact with a passenger, with or without consent

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### **Taximeter**

If the vehicle to be driven by the licensee is fitted with a taximeter, he or she shall not drive the vehicle as a private hire vehicle unless the taximeter is in working condition and has been sealed by a company with a calibration certificate being held by the Council. If the vehicle being driven by the licensee is fitted with a taximeter, he or she shall not cause the fare recorded to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare.

The licensee shall not tamper with or permit any person to tamper with any taximeter with which the vehicle is fitted, with the fittings thereof, or with the seals affixed thereto. The licensee shall ensure that when the vehicle is not in use the taximeter is switched off

### **Written receipt**

The licensee shall, if requested by the hirer, provide a written receipt for the fare paid.

### **Accidents and damage to the vehicle**

The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle within 72 hours of the accident using the form issued by the Council. In the interests of public safety the licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council.

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In the interests of public safety the Licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council. The licensee shall ensure that the vehicle is not used for hire until it has been inspected and approved by the authorised officer or a new compliance certificate has been obtained where appropriate as considered by the Council on receipt of the reported details of the incident.

### **Prompt attendance**

The licensee, when it is agreed that the vehicle has been hired, shall be in attendance with the vehicle at the appointed time and place and shall, unless delayed or prevented by some sufficient cause, punctually attend with the vehicle at such appointed time and place. Prior to collecting the hire the licensee shall ensure that he or she is aware of the destination and how to reach the destination.

### **Driver's identity badge**

The licensee shall wear or clearly display the driver's identity badge issued by the Council in a position where it may be seen at all times. The licensee shall return the identity badge forthwith upon termination of the licence, whether such termination is through suspension, surrender, revocation or normal expiry. A deposit shall be payable prior to the issue of the badge. This will be refunded only upon surrender of the licence.

### **Proximity to an authorised rank**

The licensee shall not be permitted to wait or park on the public highway within 75 metres of an authorised hackney carriage rank.

### **Fares and fare table**

- The driver shall not demand from any hirer a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a taximeter and there has been no previous agreement as to the fare, the fare shown on the face of the taximeter. The driver shall not demand any fare higher than that shown on the face of the taximeter.
- The licensee shall cause any statement of fares provided by the operator to be exhibited inside the vehicle, in clearly distinguishable letters and figures.

### **Seat belts**

When driving the vehicle it is recommended that the licensee shall wear a seat belt at all times.

### **Passengers**

The licensee shall not:-

- Convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the licence for the vehicle
- Without the consent of the hirer convey or permit to be conveyed any other person

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in the vehicle.

- Allow to be conveyed in the front of the vehicle:
- Any child below the age of three years
- More than one person above the age of three years
- An infant in arms

The licensee shall ensure that all passengers between three and twelve years of age or 135cm in height wear an appropriate child restraint to travel in the front of a vehicle. If not available, these passengers must use an adult seat belt in the rear of the vehicle.

### **Carriage of animals**

The licensee shall not permit any animal belonging to or under the care of the licensee or the driver to ride in the vehicle when using the vehicle for private hire. The licensee or driver shall not refuse any request to carry an assistance/guide dog, accompanying a person with a disability unless the licensee and/or driver has been exempted from this requirement by the Council. The licensee shall not refuse any reasonable request to carry an animal belonging to the hirer in the rear of the vehicle.

It is an offence to refuse to carry a guide or assistance dog (unless a medical exemption certificate is held)

### **Private hire vehicle operator**

The Licensee shall not use the vehicle for private hire unless the bookings are invited and accepted by an operator within the district. The licensee shall ensure the operator has a current private hire vehicle operator's licence issued by the Council.

The licensee shall notify the authorised officer in writing of the name and address of the operator he or she is permitted or employed to drive for within seven days from the date he or she commenced driving for that operator. If the licensee ceases driving for the operator, he or she shall notify the authorised officer in writing that he or she has ceased driving for the operator within seven days. If a driver ceases to work for an operator, and does not immediately notify the Council of their new operator's details, they must return their drivers badge to the Council immediately. Any driver not employed or registered to an operator upon the renewal of their licence shall be permitted to renew their licence, but their badge and licence will be retained by the Council until they find gainful employment with an operator based within South Bucks district.

### **Deposit of licence**

The ~~licensee-driver~~ shall deposit a copy of his or her paper licence with the vehicle licensee/proprietor and operator before commencing to drive the vehicle. The licence shall be retained by the vehicle licensee/proprietor and operator until such time as the driver ceases to drive that vehicle or cease to be registered/ employed by the Operator.

### **Insurance**

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The driver of a licensed vehicle shall ensure that he or she is covered by a valid fully comprehensive insurance policy for private hire purposes which includes legal liability for passengers before commencing to drive the vehicle and shall ensure that they do not act in any way which might invalidate the insurance. The Licensee shall on being requested to do so produce the insurance certificate to a Police Officer or the Authorised Officer.

### **Lost property**

The licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein. The licensee shall take any property accidentally left in the vehicle or handed to him or her to a Police Station within the South Bucks District boundary (see main policy) and leave it in the custody of the officer in charge and obtain a receipt. Such property if not sooner claimed by the owner must be taken to a police station within 48 hours of the property being found.

### **Inspections**

The licensee shall not obstruct the authorised officer or any police officer from carrying out any inspection or test of the vehicle.

### **Medical fitness**

The standard of medical examination as required by South Bucks District Council is that normally associated with a group II driver's licence.

All drivers are required to provide a certificate signed by their registered medical practitioner or practice to the effect that they are physically fit to be the driver of a taxi or private hire vehicle. A medical certificate is required at first application, every 3 years up to 60 years of age, and annually thereafter.

The applicant is responsible for the payment of all fees required for any medical examination.

The Council will follow the published Department of Transport "best practice" guidance (as updated from time to time) when considering the medical fitness of existing licence holders diagnosed with insulin dependent diabetes during the currency of their licence.

Where there is reasonable doubt over a driver's fitness, the authority may direct the driver for a medical examination by a specified registered medical practitioner at any time. The applicant is responsible for the payment of all fees required for any medical examination.

The licensee shall notify the authorised officer in writing as soon as possible and in any event not later than fourteen days of any illness or injury affecting his or her fitness to drive in any way.

A driver may be subject to random drug and alcohol testing during the currency of their licence.

### **Convictions and DVLA driving licence**

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The licensee shall immediately (within 72 hours) disclose to the authorised officer in writing if they are arrested, cautioned or convicted of any offence (including motoring offences) during the currency of the licence. The licensee's representative must fulfil this requirement if the driver is detained. Fixed penalty notices shall be reported to the authorised officer in writing upon acceptance from the police officer, as opposed to when the driving licence has been updated.

The licensee shall make his or her DVLA/EU driving licence and a DVLA code available for inspection by the operator, the authorised officer or a police officer upon request.

### **Change of personal details**

The licensee shall immediately notify the authorised officer in writing of any change in his or her personal details. Changes shall include, changes of address, name status, phone number, mobile number, and e-mail address.

### **Copy of the licence and conditions**

The licensee shall at times when driving the vehicle carry with him or her a copy of the licence including these conditions and shall make it available for inspection by the hirer, any other passenger, the authorised officer or a police officer upon request.

### **Other offences**

The licensee shall be guilty of an offence if he or she:

- wilfully obstructs an authorised officer acting in pursuance of Part II of the 1976 or the Town Police Clauses Act 1847;
- fails to comply with any requirements made to him or her by the authorised officer;
- without reasonable cause fails to give the authorised officer any other assistance or information which he may require for the performance of his or her functions.

### **Offence notification notice**

Any licensee subject to formal enforcement action due to non-compliance with any relevant legislation or the conditions contained within this policy or due to committing an offence under any relevant legislation will be charged an administration fee. The amount of which is not to exceed £25.00. All charges must be cleared before an application to renew the licence shall be accepted.

### **Variation of conditions**

The Council reserves the right to vary, delete or waive any of these conditions.

### **CCTV in vehicles**

The licensee shall ensure that they do not drive a licensed vehicle with unauthorised facilities for recording visual or audio sources. All vehicles with an authorised CCTV system shall

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contain a certificate of authorisation. Any proposed CCTV system must satisfy the requirements of the CCTV conditions contained in Hackney Carriage and Private Hire Licensing Policy (available upon request)

### **Right of appeal**

If aggrieved by any of these conditions, the licensee may appeal to a Magistrates' Court within twenty-one days of the issue of the licence to the licensee.

## **Byelaws affecting hackney carriages**

The following byelaws were in place at the time the policy was last reviewed. A copy of all current byelaws can be obtained from the Licensing team

Made under:

Section 68 of the Town Police Clauses Act 1847, and  
Section 171 of the Public Health Act 1875

by the South Bucks District Council with respect to

Hackney Carriages in the South Bucks District

### **Interpretation**

1. Throughout these byelaws "the Council" means the District Council of South Bucks and "the District" means the South Bucks 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.
  - c)
    - i) On expiry or revocation of a Hackney Carriage Licence the proprietor shall remove the Licence plate from the Hackney Carriage

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- ii) Further, where the Licence plate has been provided by the Council, the proprietor of that Hackney Carriage shall return the plate to the Council on expiry or revocation of the Hackney Carriage Licence if required to do so by the Council

### **Penalties**

3. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding one hundred pounds and in the case of a continuing offence to a further fine not exceeding five pounds for each day during which the offence continues after conviction therefore.

### **Confirmation of byelaws**

4. The byelaws relating to Hackney Carriages which were made by South Bucks District Council in 1991 and were confirmed on 2<sup>nd</sup> January 1992 the Secretary of State in the Department of Transport.

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## Conditions relating to hackney carriage vehicles

### Town Police Clauses Act 1847 (“the 1847 Act”)

### Local Government (Miscellaneous Provisions) Act 1976 (“the 1976 Act”)

Any requirement of legislation which affect the operations being carried out under the terms of this licence shall be regarded as if they are conditions of the Hackney Carriage Vehicle Licence.

- The vehicle shall have at least four road wheels and a spare wheel or a canister of tyre inflator/repair kept on the vehicle
- All seats, front and rear and disabled must be fitted with seat belts
- The vehicle should contain portable 1litre foam or dry powder 1Kg capacity fire extinguisher. The extinguisher must conform to BS EN3 1996 Standard and should be mounted in a convenient position in the vehicle. The extinguisher shall be marked with the licence number.
- A First Aid Kit complying with the Health and Safety (First Aid) Regulations 1981 should be carried in the vehicle. The kit shall be marked with the vehicle licence number
- The vehicle must be maintained to a high standard of appearance to the complete satisfaction of the Council, throughout the term of the vehicle licence and be kept in the condition stated in the Standards for conditions of appearance of a Hackney Carriage vehicle.

### Hackney carriage occupancy plate

- The vehicle shall have a hackney carriage occupancy plate, (which is not the same as the hackney carriage vehicle licence disc), owned by the Council, but provided at the licensee’s expense, which shall display the following:
  - the number of the licence granted in respect of the vehicle;
  - the maximum number of passengers that the vehicle can carry;
  - the expiry date of the licence granted in respect of the vehicle;
  - the words “South Bucks District Council Hackney Carriage”;
  - the vehicle registration number of the Hackney Carriage it is assigned, and
  - any other information that the Council considers necessary
- The plate shall be securely fixed to the rear of the vehicle using a purposely made bracket at all times provided free of charge on issue and for a fee at any other time). If this is not suitable or practicable, the plate shall be securely and permanently fixed to the rear of the vehicle, on or above the bumper by the use of screws or bolts, and be clearly visible. A magnet will not be considered securely fixed for the purposes of this condition. the licensee shall ensure the plate is kept clean and is not wilfully or negligently concealed from public view whilst the vehicle is licensed.

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- The licensee shall ensure that the vehicle at all times throughout the period of licence, has this plate exhibited in the manner described above
- In the event of revocation or suspension and on the service of a notice under section 58, of 'the 1976 Act' or upon expiry of the licence, the licensee shall return the said plate to the Council's licensing office within seven days
- The plate can be removed by the licensing officer or police officer for reasons of gathering evidence under the Police and Criminal Evidence Act 1984 and will be returned when a photocopy of the plate is made

### **Hackney carriage licence disc**

The vehicle shall for identification purposes be required to have a hackney carriage licence disc issued by the Council. The Hackney Carriage Licence Disc shall display:

- the number of the licence granted in respect of the vehicle;
  - the maximum number of passengers that the vehicle can carry;
  - the expiry date of the licence granted in respect of the vehicle;
  - the words "South Bucks District Council Hackney Carriage";
  - the vehicle registration number of the hackney carriage it is assigned to, and
  - any other information that the Council considers necessary .
- The hackney carriage licence disc shall be displayed in the front of the vehicle in such a position that it shall be clearly visible from both the inside and the outside of the vehicle. The licensee shall ensure that it is not wilfully or negligently concealed from public view
  - the licensee shall ensure that no person uses or permits the use of the vehicle unless the hackney carriage licence disc issued is exhibited in the manner described under these conditions
  - In the event of revocation or suspension and on the service of a notice under sections 58, 60 or 68 of 'the 1976 Act' or upon expiry of the licence, the Licensee shall return the said disc to the Council's Licensing Officer within seven days

### **Taximeter**

- All hackney carriage vehicles shall be fitted with a taximeter installed by an authorised taximeter company and so constructed, attached, and maintained as to comply with the following requirement:
- All new hackney carriage vehicles shall require a calendar controlled tariff taximeter
- The taximeter shall be fitted with a key flag or other device, the turning of which will bring the machinery of the taximeter into action and cause the word "hired" to appear on the face of the meter
- Such key, flag or other device shall be capable of being locked in such a position indicating that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter

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- 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 licensee or driver is entitled to demand and take for hire of the vehicle by distance in pursuance of the table of fares made by the Council in that behalf
- 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
- 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 vehicle, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring
- The taximeter shall be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Traffic Act 1972, and also at the request of the hirer
- The taximeter shall have connected thereto a roof sign bearing the words "TAXI" in accordance with paragraph 12 below and such sign shall be plainly visible and legible to persons wishing to hire the vehicle and for that purpose it shall be capable of being suitably illuminated when the vehicle is plying or standing for hire
- The taximeter and all its fittings shall be so affixed to the vehicle 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
- When the vehicle is standing or plying for hire or returning from another district the key flag or other device fitted with the taximeter shall be locked in the position in which no fare is recorded on the face of the taximeter
- Before beginning a journey for which a fare is to be charged for distance and time, the taximeter should be brought into action so that the word "HIRED" is legible on the face of the taximeter and the taximeter should be kept on until the hiring has terminated
- The Licensee shall ensure that the taximeter and its fittings will be sealed by the installer, and are not tampered with
- The taximeter shall be calibrated and sealed by the taximeter company at first installation and then within 1 month of any change to the Table of Fares, or when directed by the Head of Healthy Communities, any authorised officer or police officer to submit to calibration and testing of the Taximeter by a Taximeter installer. A calibration certificate stating that the taximeter is calendar controlled and conforms to the South Bucks District Council Table of Fares would be required in each of the above cases

### Signs etc

No sign, notice, advertisement, plate, mark, letters, figures, symbols, emblems or devices shall be used, if it contains anything of a religious or political nature or advertises tobacco,

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alcohol, ~~any-sex or a~~ sex establishment, or contains any matter likely to cause offence. Approval on the type and extent of the advertising should be sought from the relevant officer. A charge will be payable as detailed in the Council's policy

### **Hackney carriage door signs**

As directed by the Council the proprietor shall cause to be fixed and maintained to the front driver and passenger doors a prescribed sign bearing the words 'hackney carriage'.

### **Roof signs**

The minimum sign dimensions for roof signs are 10" wide 5" deep and 4" high, there are no maximum measurements. The word taxi only in black capital letters to be clearly legible on the front and rear side of the roof sign. The front of the sign must be white and the back red or white.

The sign must be illuminated when plying or available for hire during the hours of darkness and must be linked to the taximeter so that when a fare is being carried, the roof sign is not illuminated.

### **Passengers**

The licensee shall not:-

- Convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the licence for the vehicle
- Without the consent of the hirer convey or permit to be conveyed any other person in the vehicle
- Allow to be conveyed in the front of the vehicle:
  - Any child below the age of three years
  - More than one person above the age of three years
  - An infant in arms

The licensee shall ensure that all passengers between three and twelve years of age or 135cm in height wear an appropriate child restraint to travel in the front of a vehicle. If not available, these passengers must use an adult seat belt in the rear of the vehicle

### **Alteration of vehicle**

No alterations in the specification, design or appearance of the vehicle shall be made without the written approval of the licensing officer.

### **Records of vehicle use**



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Where more than one licensed driver has use of the Hackney Carriage, the licensee shall ensure that a record of usage is kept for the vehicle. This record shall include the name of the driver, the date of usage, and the start and end times of the individual's usage. It shall be kept inside the vehicle at all times, and made available to an authorised officer upon request

### Transfer of vehicle

- If the licensee wishes to transfer his/her interest in the vehicle to a person they shall within 7 working days inform the Council, specifying the name and address of the person to whom the vehicle is being transferred
- The Council reserves the right to refuse to grant a licence to any person to whom a hackney carriage vehicle is transferred
- Under no circumstances may the new owner use the vehicle as a licensed vehicle until the licence has been transferred to that person and all documentation and any necessary fees paid.

### Accidents and vehicle damage

The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle within 72 hours of the accident. This must be in writing. In the interests of public safety the licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council.

The licensee shall report any damage materially affecting the safety, performance or appearance of the vehicle to the authorised officer within 72 hours of the vehicle being damaged. ~~Should If a Section 60 or 68 notice be issued~~ the vehicle licence is suspended the licensee shall ensure that no further ~~bookings-hirings~~ are undertaken until the vehicle has been inspected, a compliance test certificate issued.

### Insurance and road fund licence

All hackney carriage vehicles must be licensed and insured for public hire use. The insurance must include legal liability for both passengers and luggage, and proof of insurance must be submitted with each application. If the insurance expires during the term of the licence, a new cover not or certificate of insurance must be produced to the licensing team

- A certificate of insurance must be provided to the authorised officer within 7 days of any such request.

### Deposit on licence plate

A deposit will be required prior to the issue of a hackney carriage vehicle licence plate and will be returnable upon the prompt return of the licence plate upon the expiry of the vehicle licence.

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Where a change of ownership occurs, the deposit will be refundable to the person surrendering the licence plate, not to the person who originally paid the deposit.

### **Lost property**

- The Licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein.
- The licensee shall ensure that any property accidentally left, or found or handed to him in the vehicle will be, taken to a police station within 48 hours of it being found.

### **Table of fares**

The licensee shall ensure a copy of the tables of fares as determined by the Council to be fixed inside the vehicle. The table of fares should be clearly readable by the passenger.

### **Change of address and personal details**

The licensee shall notify the Council in writing of any change of his address during the period of the licence within 7 days of such change-taking place. This shall include, name, address, telephone/mobile numbers and e-mail address.

### **Proprietor to hold drivers licence**

Before the licensee permits or employs another person to drive the vehicle as a hackney carriage, he shall, have retained a copy of the hackney carriage drivers licence. This shall be retained until such time as the driver ceases to be permitted or employed to drive the vehicle. On cessation of service or employment the licensee shall return the Hackney Carriage Driver's Licence to the driver.

The licensee/proprietor must also ensure the driver holds a current driving licence in respect of the number of passengers authorised on the vehicle licence/plate.

### **Copy of vehicle licence conditions**

The licensee shall ensure a copy of the vehicle licence conditions are maintained in the vehicle and makes them available for inspection by any authorised officer, the hirer or any passenger on request.

### **Validity inspections**

Any authorised officer of the council or a police constable shall have power at all reasonable times, to inspect and test for the purpose of ascertaining its fitness any hackney carriage or any taximeter fixed to such vehicle and to serve notice to require further inspection and testing if not so satisfied.

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### **Convictions and cautions**

- The licensee shall, within 72 hours, disclose to the licensing officer in writing if they or any of their drivers are arrested, cautioned, or convicted of any offence (including motoring offences) during the period of this licence. A representative must fulfil this obligation if the licensee is detained by the police. Fixed penalty notices must be declared when received not when the DVLA driving licence is updated.
- The licensee shall ensure that any licensed driver employed by them in any capacity is made aware that they are required to disclose all the information contained in point (i) above to the vehicle licence holder during their period of employment.
- If the licensee is a company or partnership section (i) applies equally to all directors or partners
- The licensee shall make his or her DVLA driving licence available for inspection by an authorised officer of the Council or a police officer upon request.

### **Taxi ranks and stands**

Hackney carriages will operate from authorised ranks or stands, including "shared" stands or ply the carriageway for hire or can be pre-booked.

### **Giving of information**

Every proprietor shall within 7 days furnish on request the details, of any person who was authorised to drive the vehicle, to an authorised officer or to a police officer. The details would include the name and address of the person.

### **Assistance dogs**

All hackney carriage vehicle drivers are required to comply with Section 37 of the Disability Discrimination Act 1995 and Equality Act (2010) to carry assistance dogs assisting disabled persons and to do so without charge. Holders of exemption certificates must display the certificate in a prominent position.

It is an offence to refuse to carry a guide or assistance dog.

### **Smoking**

It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006. An international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window. The signs must be clearly visible from inside and outside of the vehicle.

### **CCTV in vehicles**

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The licensee shall ensure that their licensed vehicle does not contain any facilities to record visual or audio sources without first obtaining authorisation from the Council. Any proposed CCTV system must satisfy the requirements of the CCTV conditions contained in the hackney carriage and private hire licensing policy.

### **Appeals procedure**

Any person aggrieved by any conditions specified in this licence may appeal to the Magistrate's Court within 21 days of the decision being made.

### **Standards for conditions of appearance of a hackney carriage vehicle**

The vehicle must comply with the following:-

**Rust** Any vehicle presented should be free from any significant areas of visible rusting. Although minor blemishes should not constitute a failure, the following general criteria should be followed; Any vehicle with visible rust patches should be failed.

**Dents** Any vehicle with dents on one or more panels where such dents are more than 5 cm in diameter/length should be failed.

**Scratches** Any vehicle with un-repaired scratches down to bare metal on three or more panels, of 5 cm in length, or a single scratch of more than 20cms in length, should be failed.

**Paintwork** All panels on all vehicles shall be painted in manufacturer's colour; panels with unmatched colours or in primer should be deemed as failures.

**Seats** In conventional vehicles where it is intended that the licence be for four passengers, the rear seat must be at least 1220mm (48 inches) in width. All seats shall have a minimum of 410mm (16 inches) per person and in respect of seating comply with the Road Vehicle (Registration and Licensing) Regulations 2002. All seats, including the driver's must be free from repaired cuts, tears or cigarette burns, except of a very minor nature. Any repairs must have been carried out in a professional and neat manner. All seats must be kept clean and tidy and free from all extraneous matter.

**Carpets/floor covering** All carpets and floor covering shall be complete and free from cuts, tears, staining and soiling.

**Headlining and other trim** All interior trim, including headlining shall be clean, complete, properly fitted and free from cuts, tears or soiling.

**Boot/luggage compartment** This should be empty, except for spare wheel, essential tools and first aid kit, (to comply with Health and Safety and First Aid Regulations). The compartment should be clean and any covering free from major cuts, tears or other damage or staining.

**Interior** The interior must be kept clean, tidy and free of any water penetration or litter or other rubbish.

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**Vehicle emissions** The vehicle must comply with the Motor Vehicle (Emission Test) Regulations

**All glazing** All vehicles will be tested with a light meter. Any vehicle with a reading lower than the following will not be licensed. Front Windscreen 75%, Front Side Windows 70%, All other Windows 30%. The lower the number, the darker the tint.

## Conditions relating to private hire vehicles

### Local Government (Miscellaneous Provisions) Act 1976 ("the 1976 act")

Any requirement of legislation, which affect the operations being carried out under the terms of this licence, shall be regarded as if they are conditions of the Private Hire Vehicle Licence.

- The vehicle shall have at least four road wheels and a spare wheel or a canister of tyre inflator/repair kept on the vehicle
- The vehicle must be maintained throughout the term of the vehicle licence, to a high standard of appearance to the complete satisfaction of the Council, and kept in the condition stated in the Standards for conditions of appearance of a Private Hire vehicle.
- All seats, front and rear must be fitted with seat belts.
- The Council's Licensing Officer may direct the vehicle to be inspected in accordance with the Certificate of Compliance at a specific testing station
- The vehicle should contain a portable dry powder 1Kg capacity fire extinguisher. The extinguisher must conform to BS EN3 1996 Standard, and should be mounted in a convenient position in the vehicle. The extinguisher shall be marked with the Private Hire vehicle licence number
- A first aid kit complying with the Health and Safety (First Aid) Regulations 1981 should be carried in the vehicle. The kit to be marked with the private hire vehicle licence number

### Private hire occupancy plate

- The vehicle shall have an occupancy plate, (which is not the same as the Private Hire Vehicle Licence Disk), owned by the Council, but provided at the Licensee's expense, which shall display the following:
  - the number of the licence granted in respect of the vehicle;
  - the maximum number of passengers that the vehicle can carry;
  - the expiry date of the licence granted in respect of the vehicle;
  - the words "South Bucks District Council Private Hire";
  - the vehicle registration number of the Private Hire it is assigned, and
  - any other information that the Council considers necessary.

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- The plate shall be securely fixed to the rear of the vehicle using a purposely made bracket at all times provided free of charge on issue and for a fee at any other time). If this is not suitable or practicable, the plate shall be securely and permanently fixed to the rear of the vehicle, on or above the bumper by the use of screws or bolts, and be clearly visible. A magnet will not be considered securely fixed for the purposes of this condition. The Licensee shall ensure the plate is kept clean and is not wilfully or negligently concealed from public view whilst the vehicle is licensed.
- The Licensee shall ensure that the vehicle at all times throughout the period of licence, has this plate exhibited in the manner described above.
- In the event of revocation and on the service of a notice under sections 58, of 'the 1976 Act' or upon expiry of the licence, the licensee shall return the said plate to the council's licensing officer within seven days.
- The plate can be removed by the licensing officer or police officer for reasons of gathering evidence under the Police and Criminal Evidence Act 1984 and will be returned when a photocopy of the plate is made.

#### Private hire licence disc

- The vehicle shall for identification purposes be required to have a private hire licence disc issued by the Council. The private hire licence disc shall display:
  - the number of the licence granted in respect of the vehicle;
  - the maximum number of passengers that the vehicle can carry;
  - the expiry date of the licence granted in respect of the vehicle;
  - the words "South Bucks District Council Private Hire";
  - the vehicle registration number of the Private Hire it is assigned to, and
  - any other information that the Council considers necessary.
- The private hire licence disc shall be displayed in the front of the vehicle in such a position that it shall be clearly visible from both the inside and the outside of the vehicle. The licensee shall ensure that it is not wilfully or negligently concealed from public view.
- The licensee shall ensure that no person uses or permits the use of the vehicle unless the Private Hire Licence Disc issued is exhibited in the manner described under these conditions.
- In the event of revocation or suspension and on the service of a notice under sections 58, 60 or 68 of 'the 1976 Act' or upon expiry of the licence, the Licensee shall return the said disc to the Council's Licensing Officer within seven days.

#### Signs etc.

No sign, notice, advertisement, plate, mark, letters, figures, symbols, emblems or devices shall be used, if it contains anything of a religious or political nature or advertises tobacco, alcohol, any sex ~~or a sex~~ establishment, or contains any matter likely to cause offence.

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Approval on the type and extent of the advertising should be sought from the licensing officer.

No signs or advertising containing the word "taxi" will be permitted on any Private Hire vehicle.

### **Private hire signs**

A roof sign is not permitted.

As directed by the Council the proprietor shall cause to be a fixed and maintained to the exterior of the vehicle a prescribed sign bearing the word "Private Hire – Advance Bookings Only" on the rear driver and passenger doors. The sign shall also include the vehicle plate number and South Bucks crest on a yellow background.

### **Dispensation**

Vehicles issued with a dispensation certificate in line with the South Bucks hackney carriage and private hire policy are exempt from displaying vehicle licence plate

Where the use of vehicles changes during the period that the vehicle is licensed, the Licensing team must be informed so dispensation can be removed. If dispensation is removed, the exemptions that this provides will no longer relate to that vehicle.

### **Passengers**

The licensee shall not:-

- Convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the licence for the vehicle
- Without the consent of the hirer convey or permit to be conveyed any other person in the vehicle
- Allow to be conveyed in the front of the vehicle:
  - Any child below the age of three years
  - More than one person above the age of three years
  - An infant in arms

The licensee shall ensure that all passengers between three and twelve years of age or 135cm in height wear an appropriate child restraint to travel in the front of a vehicle. If not available, these passengers must use an adult seat belt in the rear of the vehicle.

### **Alteration of vehicle**

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No alterations in the specification, design or appearance of the vehicle shall be made without the written approval of the licensing officer.

### Transfer of the vehicle

- If the licensee wishes to transfer his/her interest in the vehicle to a person they shall within 14 days inform the licensing officer, specifying the name and address of the person to whom the vehicle is being transferred.
- The Council reserves the right to refuse to grant a licence to any person to whom a private hire vehicle is transferred.
- Under no circumstances may the new owner use the vehicle as a licensed vehicle until the licence has been transferred to that person and all documentation and any necessary fees paid.

### Accidents and vehicle damage

The Licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle within 72 hours of the accident. This must be in writing. In the interests of public safety the licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council. The licensee shall ensure that the vehicle is not used for hire until it has been inspected and approved by the authorised officer.

The licensee shall report any damage materially affecting the safety, performance or appearance of the vehicle to the authorised officer within 72 hours of the vehicle being damaged. ~~If the vehicle licence is suspended the licensee shall ensure that no further hirings~~ ~~Should a Section 60 or 68 notice be issued the licensee shall ensure that no further bookings~~ are undertaken until the vehicle has passed a compliance test and the certificate issued has been provided to the Council.

### Insurance

All private hire vehicles must be licensed and insured for private hire use. Such insurance must be comprehensive and continuous and include legal liability for passengers and luggage. Proof of insurance must be submitted with each application for a licence and where it expires during the term of the licence a new certificate or cover note must be supplied to the Licensing team

- If a vehicle is temporarily removed from use as a Private Hire Vehicle, the licensee on notification and return of the disc and plate to the licensing Officer, the vehicle can be temporarily removed from the public highway and its use as a private hire vehicle thus removing the need to insure and document the vehicle for that period. The vehicle must not be used for private use during this time.
- A certificate of insurance must be provided to the relevant officer within 7 working days of any such request

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### **Lost property**

- The licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein.
- The licensee shall ensure that any property accidentally left, or found or handed to him in the vehicle will be, taken to a police station within 48 hours of it being found.

### **Change of address and personal details**

The licensee shall notify the Council in writing of any change of his address during the period of the licence within 7 days of such change-taking place. This shall include, name, address, telephone/mobile numbers and e-mail address.

### **Proprietor to hold drivers licence**

Before the licensee permits or employs another person to drive the vehicle as a private hire, he shall, have retained a copy of the drivers licence. This shall be retained until such time as the driver ceases to be permitted or employed to drive the vehicle. On cessation of service or employment the licensee shall return the drivers licence to the driver.

~~The licensee/ proprietor must also ensure the driver holds a current driving licence in respect of the number of passengers authorised on the vehicle licence/plate.~~

### **Copy of vehicle licence conditions**

The licensee shall ensure a copy of the vehicle licence conditions are maintained in the vehicle and makes them available for inspection by any authorised officer, the hirer or any passenger on request.

### **Validity inspections**

Any authorised officer of the Council or a police constable shall have power at all reasonable times to inspect and test for the purpose of ascertaining its fitness any private hire and to serve notice to require further inspection and testing if not so satisfied.

### **Convictions and cautions**

- The licensee shall immediately (within 72 hours) disclose to the licensing officer in writing if they or any of their drivers are arrested, cautioned, or convicted of any offence (including motoring offences) during the period of this licence. A representative must fulfil this obligation if the licensee is detained by the Police. Fixed penalty notices must be declared when received not when the DVLA driving licence is updated.

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- The licensee shall ensure that any licensed driver employed by them in any capacity is made aware that they are required to disclose all the information contained in point (i) above to the vehicle licence holder during their period of employment.
- If the licensee is a company or partnership section (i) applies equally to all directors or partners
- The licensee shall make his or her DVLA driving licence available for inspection by the operator, the authorised officer or a police officer upon request.

### **Residential qualification**

The operator of any Private Hire Vehicle must reside or maintain an office within the area of the South Bucks District Council for a period of the licence.

### **Private hire vehicles must not operate from taxi ranks and stands**

- Private hire vehicles must not operate from hackney carriage ranks or stands or ply the carriageway for hire but must be pre-booked.
- Private hire vehicles must not wait or park on the public highway within 75 metres of an authorised rank.

### **Giving of information**

Every proprietor shall within 7 days furnish on request the details, of any person who was authorised to drive the private hire vehicle, to an authorised officer or to a police officer. The details would include the name and address of the person.

### **Assistance dogs**

All hackney and private hire vehicle drivers are required to comply with Section 37 of the Disability Discrimination Act 1995 and Equality Act (2010) requiring them to carry assistance dogs assisting disabled persons and to do so without charge. Holders of exemption certificates must display the certificate in a prominent position.

It is an offence to refuse to carry a guide or assistance dog.

### **Smoking**

It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006.

**The Council requires that a** An international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window. The signs must be clearly visible from inside and outside of the vehicle.

### **CCTV in vehicles**

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The licensee shall ensure that their licensed vehicle does not contain any facilities to record visual or audio sources without first obtaining authorisation from the Council. Any proposed CCTV system must satisfy the requirements of the CCTV conditions contained in the Hackney Carriage and Private Hire Licensing Policy.

### **Standards for conditions of appearance of a hackney carriage or private hire vehicle**

The vehicle must comply with the following:-

- (a) **Rust** : Any vehicle presented should be free from any significant areas of visible rusting. Although minor blemishes should not constitute a failure, the following general criteria should be followed; Any vehicle with visible rust patches, should be failed.
- (b) **Dents**: Any vehicle with dents on one or more panels where such dents are more than 5 cm in diameter/length should be failed.
- (c) **Scratches**: Any vehicle with un-repaired scratches down to bare metal on three or more panels, of 5 cm in length, or a single scratch of more than 20cms in length, should be failed.
- (d) **Paintwork**: All panels on all vehicles shall be painted in manufacturer's colour; panels with unmatched colours or in primer should be deemed as failures.
- (e) **Seats**: In conventional vehicles where it is intended that the licence be for four passengers, the rear seat must be at least 1220mm (48 inches) in width. All seats shall have a minimum of 410mm (16 inches) per person and in respect of seating comply with the Road Vehicles (Registration and Licensing) Regulations 2002. All seats, including the driver's must be free from repaired cuts, tears or cigarette burns, except of a very minor nature. Any repairs must have been carried out in a professional and neat manner. All seats must be kept clean and tidy and free from all extraneous matter.
- (f) **Carpets/floor covering**: All carpets and floor covering shall be complete and free from cuts, tears, staining and soiling
- (g) **Headlining and other trim**: All interior trim, including headlining shall be clean, complete, properly fitted and free from cuts, tears or soiling.
- (h) **Boot/luggage compartment**: This should be empty, except for spare wheel, essential tools and first aid kit, (to comply with Health and Safety and First Aid Regulations). The compartment should be clean and any covering free from major cuts, tears or other damage or staining.
- (i) **Interior**: The interior must be kept clean, tidy and free of any water penetration or litter or other rubbish.

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- (j) **Vehicle emissions:** The vehicle must comply with the Motor Vehicle (Emission Test) Regulations
- (k) **Glazing:** All glazing should allow clear view of the passengers within the vehicle. All vehicles will be tested with a light meter. Any vehicle with a reading lower than the following will not be licensed. Front windscreen 75, front side windows 70, all other windows 30. The lower the number the darker the tint. Exceptions may be made for limousines

### Appeals procedure

Any person aggrieved by any conditions specified in this licence may appeal to the Magistrate's Court within 21 days of the decision being made.

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## Non-standard private hire vehicle conditions for stretched limousine, and novelty vehicles

### Local Government (Miscellaneous Provisions) Act 1976 ("the 1976 Act")

A limousine, or other novelty vehicle capable of carrying no more than 8 passengers for hire or reward is a private hire vehicle, and all other interpretations, policies and conditions relevant to licensed private hire vehicles also apply, except where described below:-

- 1 For the purposes of this policy and licence conditions, a stretched limousine is defined as a luxurious vehicle that has been modified (stretched) to extend the length of the vehicle. The stretch shall not exceed 120 inches (measured between the rear edge of the front door and the front edge of the rear door). The vehicle shall be capable of carrying up to, but not exceeding eight seated passengers. Each passenger seating area will be at least 400mm wide.
- 2 For the purposes of this policy, a novelty vehicle shall be defined as follows:-
  - a) any vehicle that has been specially constructed, adapted or converted by a low volume specialist vehicle manufacturer or modifier;
  - b) any vehicle that has been specially modified from its original design specification;
  - c) that is capable of carrying up to but not exceeding 8 passengers;
  - d) vehicles intended for the carriage of fare paying passengers that, prior to the introduction of this policy/conditions, would not be licensed by the authority as a private hire vehicle because they did not comply with one or more of the standard conditions relating to private hire vehicles
  - e) any vehicle that, in the opinion of the Licensing Officer, because of its specialist design/styling or origin or age is required to be classed as a Novelty Vehicle.

### 3 **Age of vehicle**

Stretch limousines and other novelty vehicles are not subject to an age limit and will be licensed provided the vehicle presented meets all of the Council's other criteria in terms of appearance and maintenance.

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#### 4 **Licence plates**

The vehicle licence plate must be kept in the boot of the vehicle at all times whilst the vehicle is licensed as a private hire vehicle. The internal plate must be displayed in the front windscreen at all times so that the details are clearly visible.

#### 5 **Driver**

Only a licensed private hire driver is permitted to drive the vehicle whilst it is licensed. The driver must ensure that they wear or clearly display their Council-issued identity badge in a prominent position at all times whilst working or driving the vehicle.

The driver shall at all times be clean and respectable in their dress and behave in a civil and orderly manner.

#### 6 **Signs etc.**

No sign, notice, advertisement or emblems shall be used or displayed on, in or from the vehicle other than those legally required, those contained within these conditions, or any authorised company details.

Approval of the type of advertising should be sought from the Licensing team and written authorisation must be obtained prior to use. No signs or advertising containing the word "taxi" or "cab" will be permitted on any private hire vehicle. [There will be a fee charged for this in line with this policy](#)

#### 7 **Application Procedure**

In relation to stretch limousines and novelty vehicles the following must be provided on application (this is in addition to the requirements for a standard Private Hire vehicle);

- a) Single vehicle approval certificate
- b) Documentation to confirm the overall weight of the vehicle
- c) The vehicle identification number (VIN) plate must display '1L1' to confirm that the conversion has been completed by an authorised dealer. This will be confirmed by inspection prior to any licence being issued.
- d) Completed importation document (where applicable)
- e) V5 vehicle registration

The licence shall remain in force for one year

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## 8 Passengers and passenger safety

- a) The proprietor shall not permit the limousine/novelty vehicle to be used to carry a greater number of passengers than the number prescribed in the licence.
- b) Passengers will not be carried in the front of the vehicle.
- c) All passengers must remain seated at all times when the vehicle is in motion.
- d) The proprietor of the vehicle must:
  - i) Provide sufficient means by which any person in the vehicle may communicate with the driver.
  - ii) Ensure that the interior of the vehicle is kept wind and watertight.
  - iii) Ensure that the seats in the passenger compartment are kept properly cushioned and covered.
  - iv) Ensure that the floor in the passenger compartment is provided with a proper carpet, mat or other suitable covering.
  - v) Provide at least two doors for use of persons conveyed in limousine/novelty vehicle and a separate means of ingress and egress for the driver.
  - vi) Ensure that the interior and exterior of the limousine/novelty vehicle is kept in a clean condition.
  - vii) Ensure that seatbelts are fitted to all forward and rear facing seats. In accordance with Construction and Use Regulations, where seat belts are fitted they must be worn by passengers at all times when the vehicle is in motion.
  - viii) Ensure that no seat is required to be moved to allow any passenger to enter or exit the vehicle
  - ix) Ensure that an approved first aid kit will be carried in the vehicle at all times
  - x) Report to the Council any alteration in the design of the vehicle, whether to the machinery or to the body. The Council may require the proprietor to submit the vehicle for further examination.

## 9 Interior lighting

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There shall be maintained in the vehicle adequate internal lighting to enable passengers to enter and leave the vehicle with safety.

10 **Maximum stretch**

The maximum length of a limousine "stretch" shall not exceed 120 inches [3048 millimetres].

11 **Left and right hand drive vehicles**

Both left and right hand drive vehicles will be considered for licensing as private hire vehicles.

12 **Tyres and road wheels**

The vehicle shall be equipped with a minimum of 4 road wheels and 1 full sized spare wheel. The tyres shall be of an approved rating as specified by the manufacturer.

13 **Windows**

The front windscreen shall allow a minimum level of 75% light transmittance and the front driver and passenger windows shall allow a minimum level of 70% light transmittance.

14 **Decommissioned vehicle markings**

Novelty Vehicles based on decommissioned Military or Emergency Response vehicles must have all official marking or lights removed. Any colour scheme must be of a contrast to the original colour scheme and to that of any previous or current military or emergency response vehicles.

15 **Roof racks**

A roof rack or any other device for storing luggage shall not be installed or maintained on any part of the vehicle except with the approval of the Council.

16 **Exemption notice for displaying a licence plate / door stickers**

A certificate exempting the vehicle from displaying a licence plate and Council issued door stickers will be issued by the Council. This certificate must be carried in the vehicle at all times and be available for inspection on request by an authorised officer of the Council or a police constable.

18 **Insurance**

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The Council will require proof that the vehicle is insured during the period of the licence and on request by an Authorised Officer the proprietor shall produce, within 5 working days, a current insurance certificate/cover note for private hire purposes. Failure to produce proof of insurance as detailed above may result in the suspension of the licence.

The proprietor is advised that they should, following the expiry of an insurance certificate/cover note, provide a current insurance policy to the Council

## 20 **Alcohol**

Alcoholic drinks provided in the vehicle shall be available only under the terms of an appropriate licence relating to the sale and supply of alcohol.

Alcohol shall only be consumed while the vehicle is stationary and the bottle shall immediately afterwards be placed in a secure receptacle.

If all of the passengers are below the age of 18, there shall be no alcohol in the vehicle for consumption or otherwise.

Any glassware used in the vehicle must be made of shatterproof glass or plastic.

## 21 **Licensing Act 2003**

The driver shall not play or permit the performance of any media that, given its age classification or content, is unsuitable for the age of the passengers in the vehicle.

The limousine operator shall ensure that a performing rights licence is held where appropriate.

A Premises Licence will be required for the provision of any form of regulated entertainment within the scope of the Licensing Act 2003 when the vehicle is parked.

## 22 The vehicle shall be maintained in pristine condition with no visible defects, dents or blemishes to the external bodywork or internal trim or seating.

The Council reserves the right to vary, delete or waive any of the foregoing Conditions.

### **Driver and operator licensing requirements**

In addition to the limousine being licensed as a private hire vehicle with South Bucks District Council, the limousine operator is required to hold a private hire operators' licence with South Bucks District Council.

All bookings for a limousine licensed as a private hire vehicle must be booked through the licensed private hire operator. Once licensed as a private hire vehicle the limousine can only

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be driven by a licensed private hire driver who is also licensed by South Bucks District Council.

Details in respect of applications for private hire drivers' licences and private hire operators' licences can be obtained from the Licensing team.

### **Rights of appeal**

The Local Government (Miscellaneous Provisions) Act 1976 sections 48 and 77 detail an applicant's right of appeal. In general terms where an applicant is aggrieved by the Council's decision to refuse to grant a private hire vehicle licence or by any conditions imposed on a private hire licence the applicant has a right of appeal to Magistrate's Court within 21 days of the applicant being notified of the Council's decision.

### **Vehicle testing stations**

Licensed stretch limousines must be submitted for testing at six monthly intervals, to the appropriate Class MOT standard from a testing station nominated by the Licensing team.

### **Conditions relating to private hire operators**

#### **Local Government (Miscellaneous Provisions) Act 1976 ("the 1976 Act")**

An operator makes provision for the invitation or acceptance of bookings for a private hire vehicle.

Any legislative requirement shall be regarded as if they are conditions of the Private Hire Operators Licence. In determining what matters should be considered for a person to be a Fit and Proper Person to be an operator the following applies

#### **Fit and proper person**

Private hire operators must be fit and proper persons. A fit and proper person is defined in the hackney carriage and private hire policy.

#### **Details of current drivers**

A list of all current drivers and vehicles representing your company must be submitted as part of the renewal.

#### **Duration of private hire operator's licence**

The standard period that a licence shall remain in force is for a period of five years from the date of issue.

No licence will be issued for a period longer than the standard five year period, however if an applicant wishes to be considered for a licence with a shorter duration, this request must be

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put in writing at time of application. These requests will be considered on a case by case basis.

An operator's licence on renewal may be issued for a probationary period determined by the Council less than the standard five years, dependant on the applicant's ability to demonstrate being a fit and proper person. Items that could be considered would include, criminal record, references, past allegations, record of compliance with the conditions, outstanding fees and any other reasonable cause.

### ~~Disclosure and barring service~~ **Basic disclosure check**

The authorised officer can make random checks. This will require a disclosure application form to have been completed and signed by the applicant

### **Convictions and cautions**

Convictions and cautions will be considered in accordance with the Hackney Carriage and Private Hire Policy.

In order to ensure protection of the public an operator must ensure disclosure to a relevant officer within 72 hours in writing if they are arrested, cautioned or convicted of any offence during the period of their licence. Should knowledge of any offences be withheld, this could reflect on a person fitness to be a Private Hire Operator and may lead to a licence being suspended. If the operator licence is held by a company or partnership, the requirements of this section apply equally to all directors and partners.

### **Record of bookings**

The record required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept on a prescribed booking pad, provided at nominal cost by the Council, or on a spreadsheet provided by the Council, or on a nationally recognised piece of computer software. This software must be capable of providing the information listed below. The entries must be numbered consecutively, and no pages should be removed. The operator shall enter the required information for each booking invited or accepted by him, before the commencement of each journey.

- The time and date of the booking
- The name and address of the hirer
- How the booking was made (i.e. by telephone, personal call etc.)
- The time of pick-up
- The point of pick-up
- The destination
- The time at which a driver was allocated to the booking
- The name of the driver and the registration number of the vehicle allocated for the booking.
- Remarks (including details of any sub-contract).

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All records kept by the operator shall be preserved for a period of not less than 18 months following the date of the last entry. In the case of computer records the entries must be capable of being printed on demand at the request of a Police officer or the licensing officer. All records must be available for inspection and copying if required by licensing officer or Police officer.

### **Standard of service**

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 that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- (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.

**NB: Planning approval, where required, must be obtained for any premises used for operating a Private Hire business**

### **Complaints**

The operator shall notify the Council in writing within 72 hours of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof.

### **Address**

The operator must live or maintain an office within the South Bucks District Council area for the period of the licence. The operator shall within 7 days, notify the Council in writing of any change of address during the period of the licence. A further application will be required for the new premises. Any premises used solely for work purposes are required to be smoke free.

### **Conduct**

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The operator of a private hire vehicle shall not by calling out or otherwise importune any person to hire such vehicle and shall not make use of the services of any other person for that purpose.

### **Record of vehicles etc.**

In accordance with the provisions of Section 56(3) of the 1976 Act the operator shall keep a record in a bound volume of all private hire vehicles operated by him and such record shall include the following particulars:

- The registration mark of each vehicle
- The make of the vehicle
- The name and address
- The names, addresses and drivers licence numbers of drivers driving the vehicles
- Details of any radio call sign used

Such records shall be retained for a period of 18 months, and shall not be destroyed or otherwise disposed of before the expiry of such period without the previous written consent of the Council.

### **Fares and fare table**

The operator upon request shall agree the fare for a journey booked, or provide an estimate of the fare, or explain that the journey will be metered.

Should the operator dispatch a vehicle with a taximeter, they shall ensure that the meter is calibrated to the tariff of fares published by South Bucks District Council, and that the published table of fares is clearly displayed in the vehicle. The operator shall ensure that the fare for such bookings does not exceed the rate on the meter.

### **CCTV in vehicles**

The operator shall ensure that they retain a copy of the CCTV authorisation certificate from South Bucks District Council for any vehicle containing a CCTV system. No vehicle is to contain facilities to record visual or audio sources without the vehicle licence holder holding a certificate of authorisation from the Council.

### **Operator to hold drivers licences**

Before the operator permits or employs another person to drive a licensed private hire vehicle, he shall have retained a copy of the driver's private hire drivers licence. This shall be retained until such time as the driver ceases to be permitted or employed to drive the vehicle. On cessation of service or employment the licensee shall return the private hire drivers licence to the driver.

The licensee/proprietor must also ensure the driver holds a current drivers licence in respect of the number of passengers authorised on the vehicle licence/plate.

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The operator shall notify the Council within 7 days of the details of any driver no longer working for them.

### **Disposal and acquisition of vehicles**

When an operator ceases to operate a particular vehicle, or begins to operate a new vehicle they shall inform the Council in writing as soon as possible but not later than within 7 days of such fact.

### **Condition of vehicle**

The operator shall ensure that any private hire vehicle operated by him (regardless of who owns the vehicle or holds the vehicle licence) is maintained in the condition required by the private hire vehicle licensing conditions or hackney carriage vehicle licensing conditions. The operator will ensure the vehicle is maintained in a suitable mechanical condition, safe, comfortable, clean and presentable and that the external licence plate and internal licence disc provided by the Council is affixed to the vehicle in such a manner and position as shall be prescribed by the Council.

### **Compliance with legislation**

Operators, where applicable, ~~will~~ must comply with the provisions of the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976, the byelaws made in respect of hackney carriages and conditions relating to the private hire drivers licence. ~~Also~~ They shall ensure compliance with Section 37 of the Disability Discrimination Act 1995 and the Equality Act (2010) in respect of assistance dogs.

### **Smoking**

Operators must ensure that all vehicles dispatched by them display appropriate signage inside the vehicle in accordance with the Health Act 2006.

The Council requires that aAn international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window. The signs must be clearly visible from inside and outside of the vehicle.

### **Insurance**

The licensee shall ensure that any vehicle they dispatch is covered by valid insurance for the purposes of private hire, and shall ensure that they do not act in any way which might invalidate the insurance.

The licensee shall where applicable maintain and provide evidence of employer's liability insurance upon request in accordance with the Employer's Liability Compulsory Insurance Act 1969.

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In the case where members of the public have access to the operating centre, the licensee shall maintain and provide evidence of public liability insurance upon request.

**Appeals procedure**

Any person aggrieved by any conditions specified in this licence may appeal to the Magistrate's Court within 21 days of a decision being made

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## Summary table of responses

Issue	No. of responses raised in.	Response	Officer view	Page of draft Policy affected
New Hackney Carriages to be Wheelchair Accessible	18	Concern about existing plates and what happens when these vehicles are replaced	Existing saloon type vehicles currently licensed would be allowed to be changed to another saloon type vehicle. Its only new licences issued that would require a wheelchair accessible vehicle and would only be allowed to be changed to a similar vehicle. Draft Policy amended to reflect this	66/67
CCTV	20	Concern about cost of CCTV and who is responsible. General view that Council should fund if it is required	There is no requirement in the draft policy for vehicles to have CCTV; the CCTV section is merely a guide for any licensee who chooses to install CCTV into a licensed vehicle. No change required.	37
CCTV	1	No audio	This is incorrect, although audio recording is strictly controlled for legal reasons.	N/A
CCTV	1	Doesn't feel customers will like it so disagrees with requirement	Is optional so no change needed.	N/A
Revocation of Drivers when under police investigation		Concerns that this is not a fair process as affects drivers livelihoods	The council must ensure that it is satisfied that a driver is a fit and proper person. A driver's licence may be suspended or revoked for any reasonable cause. In relation to safeguarding passengers the Council must consider the evidence on the balance of probabilities that an offence that a person is being investigated for may have occurred.  The options are to revoke or suspend a licence. Case law now states that the Council cannot be duplicitous in the action it takes and cannot suspend a driver and then later revoke the driver on the same evidence.  In cases of serious allegations the advised approach would be to revoke the licence pending investigation and if the driver is	35/36

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			not prosecuted to review a future application for a licence. If following investigation in to the circumstances of the previous revocation that on the balance of probabilities that the applicant is still a 'fit and proper person' a new licence would be granted subject to the relevant documentation being provided.	
Requirement for further DBS following police investigation	1		The Council has a duty to ensure a fit and proper person test is applied. The draft policy requires a DBS check on application, if a drivers licence is revoked and a driver is seeking a new licence the Council must ensure its is satisfied that the driver is still a fit and proper person, a DBS check is a key aspect in that determination. The DBS Update service would prevent any delay in determining a person's criminal history as can be done instantly.	No change made
Window tints	19	View from trade that many of the vehicles that make good licensed vehicles have factory fitted tints that are higher than the draft policy permits	This is a complicated issue with arguments for and against the tint levels as they appear in the draft policy. More information is in the main report, and no change has been made to the draft policy attached, but members may want to consider this further.	No change made
Door stickers	22	Detailed in main report	Detailed in main report	No change made
Screw plates on, not stick	2		Plates need to be securely fixed to the vehicle, which can be achieved by the plate brackets or by being screwed directly on to the vehicle body.  The use of double sided tape to affix a plate is not considered sufficient and plates can easily be lost or removed.	No change made
MPV (multi-purpose vehicle) Rate (fare)	17	Detailed in main report	Not a policy issue. The current fares already allow an extra charge when carrying more than 4 passengers. A matter to be considered when reviewing fares.	No effect on draft policy
Internal plate	17	General support for introduction of internal plate but not in support of	The use of a QR code is being investigated, but is not specified in the draft policy as it is a potential design aspect	No change made

		inclusion of barcode scanner.	that could appear on any suitable vehicle demarcation. There is no additional cost in producing a QR code on vehicle equipment, as the software for this is free and just minimal set up cost. The value of this is that customers can check the current status of the vehicle licence with the Council, so it safeguards the trade against unlicensed vehicles.	
Internal plate	1	not in support of internal plate at all	Internal plate can offer a lot of benefits to public safety as passengers can view the vehicle licence number and passenger carriage details enabling reporting of offences.	No change made
Internal plate	1	Request to get rid of external plate if internal plate is used, but no barcode	Internal plate can offer a lot of benefits to public safety, but external plate is a legal requirement.	No change made
Racial abuse by members of the public	14	No mention of this in policy	Police investigate such offences, but the licensing authority should be clear that it does not condone such behaviour and will support drivers when this appears to be the case. The draft policy provides information regarding Hate Crime including contact details	11,12
Loopholes caused by national legislation:	10	Vehicles coming in from other authorities and taking work legitimately.	Issues considered to be loopholes by respondents simply mean that the council cannot tackle some of the trades concerns even though it may share some of these concerns. The Council engages with the government by responding to consultations on such changes to legislation and recommends that the trade should do the same as these are issues outside of the direct control of the Council and its policy.	No effect on draft policy
Shared service concerns	10	Trade seeking one policy across the two councils	The two policies are being brought closer together to enable similar standards and enforcement across both districts.  However the sovereign nature of the licencing process only allows a licence holder to operate in compliance with the licence issued by the respective authority. I.e. they will be licenced to ply for hire in both districts.	No effect on draft policy
Short	12	Consultation period too short.	Responses suggest that the consultation was too short.	No effect on draft

timescale for consultation				<p>However, a 12 week consultation period took place. Unfortunately, despite being notified directly by letter and text message, members of the trade appeared to wait until a face to face drop in session was arranged towards the end of the consultation before reading and/or giving the draft policy any consideration. Whilst the drop in session clearly aided the trade in their responses, it is up to the trade to take individual responsibility for reading and understanding the draft policy and then responding to the consultation within the relevant period. The drop in session was planned near to end of consultation so that trade had time to read the draft policy and consider questions.</p>	policy
More time and face to face meetings requested	12	Respondents appeared to feel that the trade licensed by Chiltern District Council had more face to face opportunities to discuss their draft policy which is also being consulted on.		<p>The trade in each district have been given equal opportunity responses received appear to highlight the trade's key concerns despite the concerns about timescales and face to face meetings.</p>	No effect on draft policy
Agrees with draft policy	1				No change required
Operators breaking rules	1	Respondent believes that one of the local operators is acting illegally		Needs to be formally reported to the Licensing Team with details. We have previously investigated similar reports, but no offences were discovered. The Council will investigate and enforce where appropriate and keep records of allegations formally reported to the Licensing team.	No effect on draft policy
UBER –	3	told to get a licence by WDC, why not SBDC		The Council can't require an operator to obtain a licence within its district if they are operating legally.	No effect on draft policy
Taxi ranks –	3	The trade wants the Council to deal with this with BCC (Highways). Train stations are also referred to.		Taxi ranks are not a part of the policy, BCC would need to agree to creation or to a change of ranks on highways. Train stations are on private land, so trade needs to engage with landowners on contract issues. More ranks do not necessarily mean more trade.	No effect on draft policy
Slough	1	Amend the section about sexual		To include any communication of a sexual nature with a	13, 55, 72

Borough Council suggestions:		conversation to include by phone etc.	passenger or previous business client	
Changes at DVSA	1	Slough advises that they are looking at permitting factory made tints Notification received that the DVSA are no longer providing taxi driver assessments after 31 December 2016	Other providers are available such as charities. The draft policy wording has been widened so that it is future proof in this area.	12,13
Vehicle age impact on pollution	1	The MOT which all vehicles are required to have, will ensure that the exhaust emissions of carbon monoxide and hydrocarbons fall within the legal limit. Older, high mileage and un-serviced vehicles pollute more	Supports maintain the age of the vehicle as is. No objections to current policy on this issue.	No change necessary
Idling policy	1	Vehicles left idling for sustained periods is bad for the environment.	Advisory note for drivers added to draft policy. Policy to require no idling on the rank.	19
Future changes to Vehicle taxation bands	1		Need to review the discount to ensure remains relevant, but this will need to be done once the details of the new bands are finalised.	No change at this time.
Conversion of some parts to appendix	1	Suggestion to separate condition sections at the end of the document into numbered appendices	Appendix still forms part of the draft policy, but this may make the policy more manageable for readers as some sections won't apply to them. Suggested to separate sections once all changes complete	Changes to be made once contents of draft policy is finalised
General comments on policy document	1	Minor changes including typographical errors and clarification of wording	Suggestions have been made for consideration throughout the document most of which have been accepted and amended.	3,7,8,10,11,13,16,31,32, 36,38,41-49,52,54,55, 57,58,60,61,65,71,73,74, 76,77,80,81,87,88,89,91,

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Acting Chief Executive: Bob Smith  
 Directors: Anita Cacchioli (Services) Jim Burness (Resources)  
 Head of Healthy Communities: Martin Holt



**South Bucks**  
 District Council

ENVIRONMENTAL HEALTH, SUSTAINABILITY & RESILIENCE

22<sup>nd</sup> August 2016

Dear Licensing Department

### **Response to Hackney Carriage and Private Hire Policy Consultation August 2016**

I have reviewed the above consultation and would make the following comments:

This department supports the objective: "The protection of our local environment", and the aim: "Encourage the use of low polluting vehicles.

#### **In relation to the "Vehicle age policy" & Reducing Pollution":**

The MOT which all vehicles are required to have, will ensure that the exhaust emissions of carbon monoxide and hydrocarbons fall within the legal limit.

There are a number of factors that affect the rate at which any vehicle emits air pollutants.

Some of the most important are:

- Vehicle type/size
- **Vehicle age and accumulated mileage**
- Fuel used (petrol, diesel, others)
- Ambient weather conditions (temperature, precipitation, wind)
- Maintenance condition of the vehicle (well maintained, in need of maintenance, presence and condition of pollution control equipment)
- How the vehicle is driven (e.g., long cruising at highway speeds, stop-and-go urban congestion, typical urban mixed driving)

#### **In relation to the vehicle age policy**

Many studies have found that the vehicles that polluted the most tended to be those that were older models, had higher mileage, poorer fuel economy, and were less-well-maintained. Therefore restricting older vehicles is supported.

#### **In relation to reducing pollution:**

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[www.chiltern.gov.uk](http://www.chiltern.gov.uk)



The policy states: *“The Council will therefore offer a reduction of 50% on vehicle licence fees for any vehicle that falls within band A, B or C for road tax purposes as at the date of the application/renewal”*. The tax system is due to change in 2017, and this policy may wish to reflect this;

#### Current tax system:

Current vehicle VED tax bands:

CO2 Emissions in g/km (tax band)	First year rate	Annual rate
Up to 100 (A)	£0	£0
101-110 (B)	£0	£20
111-120 (C)	£0	£30
121-130 (D)	£0	£110
131-140 (E)	£130	£130
141-150 (F)	£145	£145
151-165 (G)	£180	£180
166-175 (H)	£295	£205
176-185 (I)	£350	£225
186-200 (J)	£490	£265
201-225 (K)	£640	£290
226-255 (L)	£870	£490
Over 255 (M)	£1,100	£505

#### The new tax system.

The July 8 2015 revisions to the car tax system by George Osborne will continue to tax new vehicles by their CO<sub>2</sub> emissions, but at new rates from 2017 onwards. The VED scheme was revised for 2017 to account for the growing number of tax-exempt cars being purchased.

The new VED bands will apply to all cars registered from 1 April 2017 onwards. A CO<sub>2</sub> based rate will still mandate the first year fee – but only zero emissions vehicles will be exempt from the tax. Cars registered before April 1st 2017 will continue to be taxed under the old system.

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After the first year, a flat fee of £140 applies for all vehicles not categorized as zero emissions. The revenue from the revised VED scheme will flow into a new road fund for road repairs and maintenance.

Buyers of cars with a list price above £40,000 will be required to pay an extra £310 every year for the first five years.

#### VED tax bands: April 2017 onwards: table

VED car tax bands for cars first registered from 2017 onwards		
Emissions (g/km of CO <sub>2</sub> )	First year rate	Standard rate
0	£0	£0
1-50	£10	£140
51-75	£25	
76-90	£100	
91-100	£120	
101-110	£140	
111-130	£160	
131-150	£200	
151-170	£500	
171-190	£800	
191-225	£1,200	
226-255	£1,700	
Over 255	£2,000	
Cars above £40,000 pay £310 annual supplement for five years		

The incentives for car tax above, relate to CO<sub>2</sub> use. Environmental Health would be supportive of local incentives which promote vehicles with lower emissions of NO<sub>x</sub> and PM<sub>10</sub> (ie petrol cars rather than diesel vehicles).

#### Idling

There does not appear to be any policy relating to idling vehicles.

Idling taxi vehicles are often stopped for greater than 5 minutes while waiting for work. In the process, they burn large amounts of fuel (increasing their own costs, as cars are least efficient while idling) and emit harmful pollutants into the

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atmosphere. By instituting a no-idling policy, fuel is saved and less pollutants are emitted into the air, reducing the amount of asthma-inducing particulates in the surrounding air.

### Government Schemes

Unfortunately the 2009 and 2010 scrappage schemes run by the government have not been extended.

Information relating to the Plug in Grant scheme can be found here: <https://www.gov.uk/plug-in-car-van-grants/what-youll-get>

We would strongly recommend that Electric Vehicle incentives be added to the new Hackney Carriage and Private Hire Policy.

Tracy Farrell  
Strategic Environment

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## Response 1

Hello Nathan

Re: meeting 15/08/16

1, new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

2, CCTV, who's funding this ! This isn't clearly stated.

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community, and a fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our livelihoods, ( once again this isn't clearly stated )

4, Tints, most vehicles come with factory fitted tints, replacing all windows can cost up to a £1000, this policy needs to be reverted same as Slough Borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone, only pleases the authority (Sbd)

5, door stickers, a pointless way, yes private hire vehicles should be high lighted but a Hackney vehicle which already has a plate and a roof light is more than enough, having an internal plate mounted on the inside of the wind screen is a better option with only the license number, as many times having door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vehicles in the district, the best in bucks, these door stickers just ruin the image of our service, no other local authority has door stickers for Hackney drivers, (wdc)

5, MPV rate, this still

Hasn't been added to your manifesto, a larger vehicle cost more money to buy and is vital to the local community, a new tariff needs to be set on the meter,

6, barcode scanner on internal plate, another waste of local money, I'm Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse.

7, Loop holes with private hire operators, as discussed yesterday about these loop Holes with you there wasn't much you can do as its central government, but once again you at sbd are playing a loophole your self 1 authority 2 licensing rules ( CDC - SBD ) it does amaze me.

You have only given us 1 day after the meeting to put in our views while Chiltern have given drivers 1 month, as discussed in the meeting you should be working with us not against us, you need to rethink your changes and give us more time, as everything hasn't been discussed in details,

Please be considerate we are providing a vital service to our local communities who rely on us daily.

More time needs to be given same as CDC and more face to face meetings,

I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to us.

Thanks

## Response 2

Hello Nathan

Re: meeting 15/08/16

1, new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

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I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to us.

### **Response 3**

Hello Nathan

Re: meeting 15/08/16

1, new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

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#### **Response 4**

Hello Nathan

Re: meeting 15/08/16

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3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our livelihoods, ( once again this isn't clearly stated )

4, Tints, most vehicles come with factory fitted tints, replacing all windows can cost up to a £1000, this policy needs to be reverted same as Slough Borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone, only pleases the authority (Sbd)

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More time needs to be given same as CDC and more face to face meetings,

I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to us.

Regard

## **Response 5**

Nathan

Nice meeting you yesterday and I have now gone through your revised policy document.

In relation to the condition on no sexual dialogue/contact, Slough are revising the current wording due to a number of complaints where drivers have been contacting female passengers by phone making unwarranted sexual demands and comments. You may wish to consider replacing the current wording as follows:

*"Licensed drivers may not initiate or engage in any dialogue of a sexual nature with a passenger, including by telephone contact, social media, email or any other form of communication. Licensed drivers are not permitted to become involved sexually or have sexual contact, even with consent, with a passenger whilst on duty or in a licensed vehicle".*

Tinted window policy - We are again revising our policy on this. The original policy on tinted windows was approved in 2012 however since that time a greater number vehicles that fit the criteria for being licensed by Slough Borough Council now have standard manufactured tinted glass that does not comply with the current policy.

In light of this the Council are minded of the additional costs and inconvenience to licence holders associated with changing the glass to comply with the current policy. The amend policy is as follows, which you wish consider:

### Proposed Revised 2016 Policy

- . Light Transmission through the windscreen must be at least 75%
- . Light through both front side windows must be at least 70%
- . All other windows including the rear windscreen must be fitted with the standard manufactured glass regardless of the darkness of the tint
- . After being licensed vehicles must not have additional tinted windows fitted that were not fitted at the time of being licensed
- . Any tinted film fitted on any windows before or after being licensed must be removed.

Hope this assists.

Mick

Mick Sims  
Licensing Manager

Classification: OFFICIAL

Classification: OFFICIAL

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## Response 6

**From:** Ben Coakley  
**Sent:** 27 June 2016 15:29  
**To:** Nathan March  
**Subject:** RE: Draft Hackney Carriage and Private Hire Licensing Policy [OFFICIAL]

Looks good.

May wish to have page 43 onwards as appendices....

Ben

## Response 7

Hello Nathan,

New Hackney vehicles, as an existing Hackney driver with a normal MPV, when i want to upgrade my car, what changes are upon me as this is clearly not stated.

CCTV, who's funding this! This isn't clearly stated. This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as a driver are providing a service to the local community, and a fantastic one to.

Tints, most vehicles come with the factory, fitted tints, replacing all windows can cost upto a 1000 pounds, this policy needs to be reverted same as slough borough, London this is a price which we cannot pay. we would like to change to a policy which doesn't safeguard anyone and only pleases the authority (sbd)

Door stickers a pointless way, yes private hired vehicles should be highlighted but a hackney vehicles which already has a plate and a roof light is that more than enough, having a internal plate mounted on the inside off the windscreen is a better option with only the license number, as many times having door stickers confuses people thinking that we are mini cabs, a door number doesn't mean much in my experience, we have a very high class of vehicles in the district the best in bucks. These door stickers just ruin the image off our service, no other local authority has a door stickers for hackney drivers (wdc)

Classification: OFFICIAL



Classification: OFFICIAL

Complaints from police, until investigation is not complete, how can you revoke a license, this is our lively hoods (once again this is not clearly stated)

MPV rate, this still has not been added to your manifesto, a larger vehicle costs more money to buy and is vital to the local community, a new tariff needs to be set on the meter.

barcode scanner on internal plate, another waste of local money, I'm not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers, who face verbal racial abuse.

Loop holes with the private hire operators, are discussed yesterday about these Loop holes with you there was not much you can do as it's central government, but once again you are playing a loophole your self 1 authority licensing rules (CDC-SBD) it does amaze me.

You have only given us 1 day after the meeting to put our views out while Chiltern have given drivers 1 month,

as discussed in the meeting you should be working with us not against us, you need to rethink your changes and give us more time, as everything has not been discussed in details,

Please be considerate we are providing a vital service to our local communities who rely on us daily.

More time needs to be given same as CDC and more to face to face meetings,

I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which has not been passed on to us.

### **Response 8**

Hi Nathan,

1. What's not clear in the policy, is when I change my car what changes are there for a hackney driver.
2. CCTV. This shouldn't be a sole responsibility of the council, it should be down to the driver.
3. Complaints from the police, if a driver is being investigated and found not guilty, the driver should not be asked to do his CRB again this does not sound fair.
4. Door stickers, This has become an old argument now, we drivers believe that we do not need permanent stickers on our car, As it is only part time work in Beaconsfield. I could understand having the stickers on there if it was full time work. We also do private work and our customers prefer not to have stickers on the car I would like to make the point again if I had full time work in Beaconsfield I could understand the permanent stickers.
5. Internal disk on windscreen. I don't understand why there's need for this as we have a plate on the back, stickers on both sides, light on top and the driver has his badge on display for all customers to see.
6. PCO drivers coming out of London working in Beaconsfield, more needs to be done they are taking our lively hood.

Classification: OFFICIAL

7. I believe when the policy came out not enough time had been given to us to respond as we have been rushed to read the policy and make our points.

## **Response 9**

Hello Nathan,

Re:- Meeting on 15/8/16

I have the following queries

Firstly in regards to Hackney vehicles. As you are aware I am an existing Hackney driver with a normal car, how would any changes effect me, as this is not clear?

Secondly it is also unclear who is responsible for funding CCTV. I am of the belief that this should be the sole responsibility of the licensing authority. We are already paying high licensing fees in comparison to other authorities whilst providing a fantastic and efficient service to our local community.

Thirdly in regards to police complaints, it is not clearly stated how the policy would work in practice? A license being revoked prior to the completion of an investigation is not acceptable, this work is our livelihood and this can have a disproportionate effect.

Furthermore, as I am sure you are aware the vast majority of vehicles come with factory fitted tints and replacing all windows can cost up to £1000. This is an extortionate and unnecessary additional cost. This policy does not safeguard anyone and only pleases the authority. I would like to draw attention to the Slough Borough and London which both demonstrate this policy is unnecessary.

Moreover, the door stickers are also unnecessary. Agreed private hire vehicles should be highlighted however a Hackney vehicle, which already has a plate and a roof light, does not require further identification. I do suggest having an internal plate mounted on the inside of the windscreen as a better option with only the license number as many times having door stickers causes confusion with the general public mistaking us for mini cabs. We have a high class of vehicles in our district, the very best in Buckinghamshire, and those door stickers ruin the image of our service. I'd like to further highlight that no other local authority has door stickers for Hackney drivers.

Additionally I believe the barcode scanner is a waste of local money and again I fail to understand how this aids safeguarding.

Generally there is a lot about the changes in the policy which seem unnecessary. Adding cost and reducing convenience. There is a lot in the policy which is largely ambiguous and is not clear and needs clarity.

Lastly I believe it is unacceptable the limited time we have been given to put forward our views regarding this policy change. Nonetheless I remain hopeful that you will take our views on board.

Kind regards,

## Response 10

Dear Nathan,

Re: meeting 15/08/16

\* new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

\*cctv, who's funding this ! This isn't clearly stated.

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community.

\*complaints from police, until investigation isn't complete, how can you revoke a licence, this is our bread and butter.

\*Tints, most vehicles come with factory fitted tints, replacing all windows can cost upto a £1000, this policy needs to be reverted same as slough borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone.

\*door stickers, a pointless way, yes private hire vehicles should be high lighted but a Hackney vehicle which already has a plate and a roof light is more than enough, door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vehicles in the district, the best in bucks, these door stickers just ruin the image off our service, no other local authority has door stickers for Hackney drivers, (wdc)

\*MPV rate, this still

Hasn't been added to your manifesto, a larger vehicle cost more money to buy and is vital to the local community, a new tariff needs to be set on the meter,

\*barcode scanner on internal plate, another waste off local money, I'm

Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse from drunk people.

\*Taxi Rank , why SBC is not looking into taxi ranks in busy area's ? We got no train station like other councils facilitate there Hackney drivers and public.

Please be considerate we are providing service to our local communities who rely on us daily.

## Response 11

Hello Nathan

Re: meeting 15/08/16

1, new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

2, cctv, who's funding this ! This isn't clearly stated.

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This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community, and a fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our lively hoods, ( once again this isn't clearly stated )

4, Tints, most vehicles come with factory fitted tints, replacing all windows can cost up to a £1000, this policy needs to be reverted same as Slough Borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone, only pleases the authority (Sbd)

5, door stickers, a pointless way, yes private hire vehicles should be highlighted but a Hackney vehicle which already has a plate and a roof light is more than enough, having an internal plate mounted on the inside of the wind screen is a better option with only the license number, as many times having door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vehicles in the district, the best in bucks, these door stickers just ruin the image of our service, no other local authority has door stickers for Hackney drivers, (wdc)

5, MPV rate, this still

Hasn't been added to your manifesto, a larger vehicle cost more money to buy and is vital to the local community, a new tariff needs to be set on the meter,

6, barcode scanner on internal plate, another waste of local money, I'm Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse.

7, Loop holes with private hire operators, as discussed yesterday about these loop Holes with you there wasn't much you can do as its central government, but once again you at sbd are playing a loophole your self 1 authority 2 licensing rules ( CDC - SBD ) it does amaze me.

You have only given us 1 day after the meeting to put in our views while Chiltern have given drivers 1 month, as discussed in the meeting you should be working with us not against us, you need to rethink your changes and give us more time, as everything hasn't been discussed in details,

Please be considerate we are providing a vital service to our local communities who rely on us daily.

More time needs to be given same as CDC and more face to face meetings,

I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to us.

## **Response 12**

Hi Nathan,

1, new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me? Do I need to get a vehicle with disabled access?

2, CCTV, who's funding this ! This isn't clearly stated.

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Classification: OFFICIAL

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community, and a fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our lively hoods,

4. door stickers, a pointless way, yes private hire vehicles should be high lighted but a Hackney vehicle which already has a plate and a roof light is more than enough, having an internal plate mounted on the inside of the wind screen is a better option with only the license number, as many times having door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vehicles in the district, the best in bucks, these door stickers just ruin the image of our service, no other local authority has door stickers for Hackney drivers, (wdc)

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Hasn't been added to your manifesto, a larger vehicle costs more money to buy and is vital to the local community, a new tariff needs to be set on the meter,

6, barcode scanner on internal plate, another waste of local money, I'm Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse.

7, uber is operating in Beaconsfield without the license. Slough and Reading council had stopped them. What can we do to put stop to it.

You have only given us 1 day after the meeting to put in our views while Chiltern have given drivers 1 month, Any question please do not hesitate to contact me.

Kind regards

### **Response 13**

Hi it's Salman saqib from  
78 Adelaide road  
Highwycombe  
Hp136up

About new policy my concern is fitting car plate with screw will damage the car also most of our customers will not be happy about cctv cameras so I'm going to say No.

Regards

Salman saqib

### **Response 14**

Hello Nathan,

I am a Hackney carriage driver for South Bucks council. With regards to the consultations going on for the new policy; I would like you to seriously consider removing the door stickers for Hackney carriage vehicles. As myself and other hackney drivers do taxi only part time on weekends, so these stickers are always on display whilst we are not at work. I have had many occasions when people have tried to

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get into my car when I am not working. In addition to people vandalising by scratching etc my car due to it being highly visible and sticking out.

This could all be avoided as by simply removing door stickers which would make it less likely to attract attention.

Whilst working the taxi light, the taxi plate and our drivers badges are sufficient to let people know that they are getting into a licensed Hackney carriage. This is the case with all our neighbouring council Hackneys.

Please could you ensure that the new policy calls for an end to door stickers for Hackney carriage vehicles.

Kind Regards

### **Response 15**

Hi Nathan,

My name is Ghazi Khan, Driver License no: 21. Hackney car licence no:22. I have been trying for the past seven years along with every other hackney driver to get the door stickers removed from my Hackney carriage vehicle. As my car has been broken in to many times over this period as they stick out too much and show criminals that it's a taxi vehicle. With the most recent happening yesterday (21/08/16) as somebody broke my driver side window to gain access to the vehicle to commit robbery. Police crime reference no: 43160231259. So in the new policy I again humbly request that the door stickers should be removed immediately for Hackney carriage vehicles as the taxi light and taxi plate is sufficient whilst the vehicle is being used as a taxi; this is in line with other local authorities.

Other points I would like to comment on are:

1- cctv- who will be funding this? As we already pay high licensing fees and shouldn't be expected to bare this burden also.

2- License revoke: how can it be justified to revoke a drivers license whilst there is police investigation going on. This is completely unfair as that would immediately affect the livelyhood of people's families. I thought the law states that "innocent till proven guilty"

3- MPV rate needs to be adjusted as to represent the higher cost of running such vehicles.

4- Barcode scanner are unnecessary as there are taxi plate fitted to every vehicle in contrast to London taxis, which don't have plates. So we should have one and get rid of the other one.

5- Manufacturing tinted windows should be accepted as they were originally accepted. As you are aware most new cars come with a certain level of window tint so there should be a acceptable limit set by the council.

Please take into consideration all these points that I have high lighted. As these are very close to each drivers heart so the council should should work in collaboration with its taxi drivers to set this new policy that works best for both.

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Kind Regards

**Response 16**

Hi Nathan

Firstly thank you for your time last week. Like i mentioned in the meeting this is not personal but this is how we all the drivers feel that everything this council is doing is against the drivers and we are made to feel like criminals. Below are the issues that we feel need to be addressed in the Policy.

1. Complaints and suspension of License. This had a bad impact on one of the drivers who almost went through a divorce, loss of earnings for 6/7 months and was not guilty after all that, but still had to have a New DBS this is not fair on the driver and his family. Innocent until proven guilty but sadly not the case. Guilty until proven Innocent seems to be the case with the Drivers.

There has to be a better way than this. This is not acceptable.

2. New Hackney Vehicles to have Disabled access is what is required but does not mention old Hackney Vehicles. What will happen to them drivers ? WDC & Windsor have a policy where all old cars carry on as normal and just keep on changing the vehicles(Saloon,Mpv) and only new Hackney Vehicles to have disabled access. This gives us a mixed fleet of Vehicles in the District. This policy should also be applied in SBDC.

3. CCTV. The council should pay for the entire cost of this if they want to regulate us with cctv. If i want a cctv in my car then i should be able to do so without the council dictating to me. Do we cal this Democracy.

4. Tint windows. We have a 70% rear tints allowed currently. Slough has just gone back to Manufactured tints which makes sense also TFL has the same. The cost of replacing the glass is a very expensive upwards of £1000 which the driver has to find for no sensible reason.

5. Door Stickers. We have been trying very hard for a compromise with the council on this policy but falls on DEAF EARS. Why door stickers? does not make any difference what so ever.

The difference it has made is the number of cars BROKEN INTO because of this council not listening to the trade, if we had used magnet stickers this would not be happening. FACT

So many cars have been broken into and again the cost,driver off work is having an impact on us. Nonsense policy

6. MPV Tariff. I believe we should have a separate fare for 5 or more passengers as the customers are not having to pay for 2 cars.

7. PCO drivers operating within the district full-time. This is very serious and needs to be stopped immediately. Some of the operators are breaking the rules of their Operators License.

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8. UBER. In High Wycombe WDC has said to UBER if they wanted to operate from within the district they must apply for a Operator License, which they have done. So why SBDC cannot tell UBER if you want to operate within the District you must have operators Licence.

9. More taxi ranks to be asked from BCC by SBDC. This is for SBDC to deal with not the Drivers as previously stated.

These serious issues raised by the drivers must be looked into by the council very carefully before any changes take place to the policy. But why do i think again this will fall on DEAF EARS.

As stated previously this council has never listened to anything in my past 18 years. Lets wait and see, Surprise Me.

Kind Regards.

### **Response 17**

Dear Nathan,

We have concerns on the new policy which is being considered can you please consider the following points and consider these when you make amendments please.

1. New Hackney vechiles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

2. Cctv, who's funding this ! This isn't clearly stated.

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community.

3. Complaints from police, until investigation isn't complete, how can you revoke a licence, this is our bread and butter.

4. Tints, most vechiles come with factory fitted tints, replacing all windows can cost upto a £1000, this policy needs to be reverted same as slough borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone.

5. Door stickers, a pointless way, yes private hire vechiles should be high lighted but a Hackney vechile which already has a plate and a roof light is more than enough,door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vechiles in the district, the best in bucks, these door stickers just ruin the image off our service, no other local authority has door stickers for Hackney drivers, (wdc)

5. MPV rate, this still

Hasn't been added to your manifesto, a larger vechile cost more money to buy and is vital to the local community, a new tariff needs to be set on the meter,

6. Barcode scanner on internal plate, another waste off local money, I'm Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse from drunk people.

7. Taxi Rank , why SBC is not looking into taxi ranks in busy area's ? We got no train station like other councils facilitate there Hackney drivers and public.

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Please be considerate we are providing service to our local communities who rely on us daily.

## **Response 18**

Hello Nathan

I am writing to you objecting to conditions in the new policy as outlined below.

1, New Hackney vechiles, as an existing Hackney driver with a normal car, when I want to upgrade my car, what changes are upon me as this is clearly not stated. Do i need to upgrade to a disable access vechile if so why is this only required by SBDC

2, cctv, who will be funding this ! This isn't clearly stated and no audio what benefit is that when most issues for drivers are fare related i.e refusing to pay correct fare and verbal racist abuse. This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as drivers are providing a service to the local community, and a fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our lively hoods, ( once agin this isn't clearly stated )

4, Tints, most vechiles come with factory fitted tints, replacing all windows can cost upto a £1000, this policy needs to be reverted same as slough borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone, only pleases the authority (Sbd)

5, door stickers, a pointless way, yes private hire vechiles should be high lighted but a Hackney vechile which already has a plate and a roof light is more than enough, having a internal plate mounted on the inside off the wind screen is a better option with only the license number, as many times having door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vechiles in the district, the best in bucks, these door stickers just ruin the image off our service, no other local authority has door stickers for Hackney drivers, (wdc)

5, MPV rate, this still hasn't been added to your manifesto, a larger vechile cost more money to buy and is vital to the local community, a new tariff needs to be set on the meter.

6, barcode scanner on internal plate, another waste off local money, I'm not sure how this will help your safeguarding policy, not even once in your manifesto is there is a section for safeguarding drivers who face, verbal racial abuse.

7, Loop holes with private hire operators, as discussed yesterday about these loop holes with you there wasn't much you can do as its central government, but once again you at SBD are playing a loophole your self 1 authority 2 licensing rules ( CDC - SBD ).

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We the drivers will also be looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to us.

Can you please rethink your changes and please be considerate as we are providing a vital service to our local communities who rely on us daily. More time needs to be given, same as CDC and more face to face meetings are needed.

### **Response 19**

Dear Nathan,

1. New Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated in the policy amendment.
2. Who is funding the cctv in the vehicle and is this compulsory.
3. Complaints from the police until investigation is not complete, how can you revoke the licence until not proven guilty.
4. Most new vehicles come with factory fitted tints which could cost up to £1200, this policy needs to be changed same as neighbouring boroughs.
5. Door stickers all neighbouring authorities don't have door stickers on hackney vehicles. We want them removed.
6. We want MPV rates fitted into the meter of a hackney vehicle.
7. Barcode scanners on internal plate are a waste of local authority money.

Yours sincerely,

### **Response 20**

Dear sir or madame reply to your letter dated 09 June 2016 I agree with the potential changes in the licensing policy but there's number of things I don't agree with you are allowing drivers with Hackney licence and p c o licence to work in Beaconsfield and g x I think it has been reported to your office by few of my colleagues far as I am concerned these people have not been checked or licensed by south Bucks at the moment there is 10 to 15 p c o drivers working with just one company today I would like to know what action your going to take. Your sincerely

### **Response 21**

Hello Nathan

Re: meeting 15/08/16

1, new Hackney vehicles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

2, cctv, who's funding this ! This isn't clearly stated.

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community, and a

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fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our livelihoods, ( once again this isn't clearly stated )

4, Tints, most vehicles come with factory fitted tints, replacing all windows can cost up to a £1000, this policy needs to be reverted same as Slough Borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone, only pleases the authority (Sbd)

5, door stickers, a pointless way, yes private hire vehicles should be highlighted but a Hackney vehicle which already has a plate and a roof light is more than enough, having an internal plate mounted on the inside of the wind screen is a better option with only the license number, as many times having door stickers confuses people thinking that we are minicabs, a door number doesn't mean much in my experience, we have a very high class of vehicles in the district, the best in bucks, these door stickers just ruin the image of our service, no other local authority has door stickers for Hackney drivers, (wdc)

5, MPV rate, this still

Hasn't been added to your manifesto, a larger vehicle cost more money to buy and is vital to the local community, a new tariff needs to be set on the meter,

6, barcode scanner on internal plate, another waste of local money, I'm

Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse.

7, Loopholes with private hire operators, as discussed yesterday about these loopholes

with you there wasn't much you can do as it's central government, but once again you at SBD are playing a loophole your self 1 authority 2 licensing rules ( CDC - SBD ) it does amaze me.

You have only given us 1 day after the meeting to put in our views while Chiltern have given drivers 1 month, as discussed in the meeting you should be working with us not against us, you need to rethink your changes and give us more time, as everything hasn't been discussed in details,

Please be considerate we are providing a vital service to our local communities who rely on us daily.

More time needs to be given same as CDC and more face to face meetings,

I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to

## **Response 22**

New HC vehicles are to be disabled access I am for that but I hope that doesn't mean that saloon cars will also have to be disabled access when they are replaced.

Door stickers on HC vehicles I don't see the point of them we have a taxi sign on the roof a plate on the back. Other districts don't have stickers on HC vehicles CCTV in cars who is going to fund this we

already pay huge license fees Police complaints to council result in license being revoked straight away that is wrong. The complaint should be investigated first if you are found guilty then revoke the license Tinted windows majority of new vehicles come with tinted glass it costs a lot of money to replace the glass. Other councils are allowing vehicles with factory fitted tinted glass Sent from my iPhone

## **Response 24**

Hello Nathan

Re: meeting 15/08/16

1, new Hackney vechiles, as an existing Hackney driver with a normal MPV, when I want to upgrade my car, what changes are upon me as this is clearly not stated.

2, cctv, who's funding this ! This isn't clearly stated.

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community, and a fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our lively hoods, ( once agin this isn't clearly stated )

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Not sure how this will help your safeguarding policy, not even once in your manifesto there is a section for safeguarding drivers who face, verbal racial abuse.

7, Loop holes with private hire operators, as discussed yesterday about these loop

Holes with you there wasn't much you can do as its central government, but once again you at sbd are playing a loophole your self 1 authority 2 licensing rules ( CDC - SBD ) it does amaze me.

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You need to rethink your changes.

Please be considerate we are providing a vital service to our local communities who rely on us daily.

We would appreciate if you would consider the impact of all the changes on the taxi drivers. We pay a lot of fees every year and feel these changes are unfair. We pay 25% of our earnings to our taxi base company.

There are no taxi ranks in South Bucks Council which makes our job even harder.

I hope my concerns are listened to and put into consideration.

Yours sincerely

## **Response 25**

Hello Nathan

As a taxi driver I want to reply to the feedback I got from my colleague.

I feel it's very unfair how you have come to certain decisions by yourself and other members. I feel we taxi drivers are not getting taken seriously with our job. I am a very committed, honest and reliable person who feels that the council doesn't appreciate our efforts as taxi drivers.

I want to respond back to some points you stated in the meeting:

CCTV this is a very important point which I feel needs to be taken on board, this should be fully funded by the licensing authority as there are many other expenses that we drivers need to pay for and I strongly feel this should not be paid by us.

If a complaint is made our licence will be taken? how is this even fair for us drivers who have a job, for many of us the only source of income how do you think it's acceptable to take our licence until the police have investigated? I don't agree with this!

Tints on windows now this is another expense.. if we drivers have brought a car with tinted windows and paid for this car if you don't want us to have them it should be paid by you! not us!

Door stickers!.. Now I'm a Hackney driver surely my Taxi sign should be enough! I feel having stickers on the sides is pointless and a waste of time and efforts of those people who are printing off the stickers!

The MPV rate. This is also a good point I feel that it is true larger vehicles should have a higher rate on their meter as larger vehicles cost more.

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Also i feel that its not fair that for people who are existing licensing should change their licence/ vehicle to disable access It shouldn't be that way as we are already existing! It should only apply to those who are new.

Finally i will end this by saying that there is lots of shortage of work also we don't have a taxi rank and the rank we do have is open after 7:00pm why is this? We need a rank which is open during the day also somewhere which will bring us business, as i have said this is our source of income.

Thank you

I will look forward to your reply.

## **Response 26**

Hello Nathan

Re: meeting 15/08/16

1, Disabled access vehicles: Will this apply to new Hackney Licenses issues or will existing Hackney vehicles also need to be disabled access? All other licensing authorities introducing this requirement will only enforce this for new plates issued so I assume you will also be the same.

2, cctv, who's funding this ! This isn't clearly stated.

This should be a sole responsibility of the licensing authority, we already pay high licensing fees compared to other local authorities, we as driver are providing a service to the local community, and a fantastic one to.

3, complaints from police, until investigation isn't complete, how can you revoke a licence, this is our lively hoods, ( once again this isn't clearly stated ) What happened to innocent until proven guilty?

4, Tints, most vechiles come with factory fitted tints, replacing all windows can cost upto a £1000, this policy needs to be reverted same as slough borough, London, this is an unaffordable change to a policy which doesn't safeguard anyone, only pleases the authority (Sbd)

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You have only given us 1 day after the meeting to put in our views while Chiltern have given drivers 1 month, as discussed in the meeting you should be working with us not against us, you need to rethink your changes and give us more times, as everything hasn't been discussed in details,

Please be considerate we are providing a vital service to our local communities who rely on us daily.

More time needs to be given same as CDC and more face to face meetings,

I'm also looking into this in legal terms on your joint venture in licensing, as this was a cost saving option which hasn't been passed on to us.

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**Tint levels of commonly licensed vehicles**

The table below shows the tint levels for a variety of vehicles that are commonly considered for hackney carriage and private hire vehicles. The records shown in red are those that do not conform with the current tint requirements which are within the draft policy.

<b>Vehicle</b>	<b>Tint level (light emitted)</b>	<b>Acceptable under draft policy (30% light)</b>
Seat Alhambra	75%	yes
Seat Alhambra (Sunset model)	60%	yes
Mercedes E Class	Light tint	yes
Mercedes E Class estate	15%	no
Mercedes Vito tourer	No tint	yes
Mercedes Vito tourer pro	30%	yes
Mercedes Vito taxi	No tint	yes
Vauxhall Zafira (low Spec – 6 models available)	Light tint	yes
Vauxhall Zafira (higher Spec – 5 models available)	Darker tint (tint level not known)	Not known
Insignia (low spec- 4 models available)	Light tint	yes
Insignia (higher spec- 5 models available)	Darker tint (tint level not known)	Not known
VW Sharan, (low spec- 2 models available)	Light tint	yes
Passat (low spec- 2 models available)	Light tint	yes
Touran (low spec- 1 models available)	Light tint	yes
VW Sharan (higher spec- 2 models available)	35%	yes
VW Passat (higher spec- 2 models available)	35%	yes
VW Touran (higher spec- 2 models available)	35%	yes
Toyota Avensis (1 lower spec)	No tint	yes
Toyota Avensis (3 higher spec)	60%	yes
Toyota Prius	Optional extra only	yes
Ford Galaxy (1 lower spec)	No tint	yes
Ford Mondeo (2 lower spec)	No tint	yes
Ford C-Max (1 lower spec)	No tint	yes
Ford S-Max (1 lower spec)	No tint	yes
Ford Galaxy (higher spec-2 models available)	8-10%	no
Ford Mondeo (higher spec-3 models available)	8-10%	no
Ford C-Max(higher spec-2 models available)	8-10%	no
Ford S-Max(higher spec-3 models available)	8-10%	no

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<b>SUBJECT:</b>	<b>Licensing Act 2003 – Officer Determinations</b>
<b>REPORT OF:</b>	<b>Officer Management Team - Director of Services</b>
	<b>Prepared by - Head of Healthy Communities</b>

## 1. Purpose of the Report

1.1 To inform members of Officer Determinations during the period 8<sup>th</sup> June 2016 to 14<sup>th</sup> September 2016

## 1.2 Personal Licences:

<b>File Reference</b>	<b>Applicants Name</b>	<b>Type of Application</b>	<b>Date Of Application</b>	<b>Date Determined</b>	<b>Outcome</b>
16/01789/LAPER	Miss Emma Savin	New	30.08.16	08.09.16	Granted
16/01600/LAPER	Mrs Laura Anne Hutchings	New	11.08.16	25.08.16	Granted
16/01577/LAPER	Miss Samantha Perry	New	03.08.16	08.08.16	Granted
16/01574/LAPER	Mr Veselin Vashev	New	02.08.16	08.08.16	Granted
16/01521/LAPER	Mrs Kim Elizabeth Georgiou	New	29.07.16	01.08.16	Granted
16/01494/LAPER	Miss Corrinne Mia Cutter	New	21.07.16	27.06.16	Granted
16/01455/LAPER	Mr Alexandru Razvan Ola	New	12.07.16	20.07.16	Granted
16/01308/LAPER	Miss Sarah Evenden	New	13.06.16	27.06.16	Granted
16/01306/LAPER	Heather Louise Newell	New	09.06.16	24.06.16	Granted

## 1.3 Premises licence grants and variations:

<b>File Reference</b>	<b>Premises Name</b>	<b>Type of Application</b>	<b>Date Of Application</b>	<b>Date Determined</b>	<b>Outcome</b>
16/01616/LAPRE	Shell Petrol Station Beaconsfield	Variation	10.08.16	29.08.16	Granted
16/01429/LAPRE	Il Gusto	New	18.07.16	19.08.16	Granted
16/01343/LAPRE	The Crooked Billet	Variation	27.06.16	14.07.2016	Granted
16/01299/LAPRE	Miller & Carter Taplow	Variation	24.06.16	12.07.16	Granted
16/01160/LAPRE	Co-operative Denham Green	New	09.06.16	12.07.16	Granted

## 1.4 Premises licence grants and variations pending:

<b>File Reference</b>	<b>Premises Name</b>	<b>Type of Application</b>	<b>Date Of Application</b>
NIL16/01491/LAPRE	Beaconsfield Rugby Football Club	New	25.07.16

1.5 In addition, 69 temporary event notices, 1 notifications of interest, 21 designated premises supervisor variations and 4 transfer of licence have been dealt with.

## 2. Recommendation

2.2 It is recommended that the information in this report is noted.

<b>Officer Contact:</b>	<b>Nathan March – 01494 732249 – nmarch@chiltern.gov.uk</b>
<b>Background Papers:</b>	<b>Uniform Database</b>



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<b>SUBJECT:</b>	<b>Hackney Carriage &amp; Private Hire Licensing</b>
<b>REPORT OF:</b>	<b>Officer Management Team - Director of Services</b>
	<b>Prepared by - Head of Healthy Communities</b>

1. Purpose of the Report

1.1 To inform members of the number of Officer Determinations in respect of private hire and hackney carriage matters during the period 8<sup>th</sup> June 2016 to 14<sup>th</sup> September 2016

New Applications:

<b>Hackney Carriage Vehicle Licence New Application</b>	<b>5</b>
<b>Private Hire Vehicle Licence New Application</b>	<b>7</b>
<b>Hackney Carriage Drivers Licence New Application</b>	<b>3</b>
<b>Private Hire Drivers Licence New Application</b>	<b>6</b>
<b>Dual Driver Licence New Application</b>	<b>2</b>
<b>Private Hire Operator Licence New Application</b>	<b>1</b>

Renewal Applications:

<b>Hackney Carriage Vehicle Licence Renewal</b>	<b>12</b>
<b>Private Hire Vehicle Licence Renewal</b>	<b>16</b>
<b>Hackney Carriage Drivers Licence Renewal</b>	<b>4</b>
<b>Private Hire Drivers Licence Renewal</b>	<b>10</b>
<b>Dual Driver Licence Renewal</b>	<b>2</b>
<b>Private Hire Operator Renewal</b>	<b>6</b>

Transfer Applications

<b>Hackney Carriage Vehicle Licence</b>	<b>0</b>
<b>Private Hire Vehicle Licence</b>	<b>0</b>

Variation Applications

<b>Hackney Carriage Vehicle Licence</b>	<b>4</b>
<b>Private Hire Vehicle Licence</b>	<b>3</b>
<b>Private Hire Operator</b>	<b>0</b>

2. Recommendation

2.2 It is recommended that the information in this report is noted.

<b>Officer Contact:</b>	<b>Nathan March – 01494 732249 – nmarch@chiltern.gov.uk</b>
<b>Background</b>	<b>Uniform Database</b>
<b>Papers:</b>	

<b>SUBJECT:</b>	<b>Licensing of House to House Collections and Street Collections</b>
<b>REPORT OF:</b>	<b>Officer Management Team - Director of Services</b>
	<b>Prepared by - Head of Healthy Communities</b>

1. Purpose of the Report

- 1.1 To inform members of officer determinations during the period 8<sup>th</sup> June 2016 to 14<sup>th</sup> September 2016

**The total number of house-to-house collection permits issued during this period was 6.**

House-to-house collection permits are issued to none profit making bodies that wish to undertake collections door to door.

Some organisations have been allocated Exemption Orders from the Home Office granting them exemption certification from local authority licensing. The local authority has no control over the dates these organisations will be collecting.

**The total number of street collection permits issued during this period was 32.**

Street collection permits are issued to registered charities that wish to undertake collections or sales on behalf of a none profit making body on the public highway.

2. Recommendation

- 2.2 It is recommended that the information in this report is noted.

<b>Officer Contact:</b>	<b>Nathan March - 01494 732249 – nmarch@chiltern.gov.uk</b>
<b>Background Papers:</b>	<b>Uniform Database</b>

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