

# Regulatory Committee

Thursday 12 January 2017 4pm

**Council Chamber**  
**Runnymede Civic Centre, Addlestone**

## Members of the Committee

Councillors Mrs J Gracey (Chairman), D W Parr (Vice-Chairman), Mrs D V Clarke, R J Edis and Mrs M T Harnden.

In accordance with Standing Order 29.2 any non-member of the Committee who is considering attending the meeting should first request the permission of the Chairman.

## A G E N D A

### Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss C Pinnock, Democratic Services, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425627). (Email: [clare.pinnock@runnymede.gov.uk](mailto:clare.pinnock@runnymede.gov.uk))**.
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on [www.runnymede.gov.uk](http://www.runnymede.gov.uk).
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The Chairman will make the final decision on all matters of dispute in regard to the use of social media, audio-recording, photography and filming in the Committee meeting.

## **LIST OF MATTERS FOR CONSIDERATION**

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### **PART II**

#### **Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection.**

- a) Exempt Information  
(No reports to be considered under this heading)
- b) Confidential Information  
(No reports to be considered under this heading)

1. **FIRE PRECAUTIONS**

The Chairman will read the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

2. **NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

3. **MINUTES**

To confirm and sign as a correct record, the Minutes of the meeting held on 15 November 2016, which were included in the December 2016 Minute book, previously circulated.

4. **APOLOGIES FOR ABSENCE**

5. **DECLARATIONS OF INTEREST**

If Members have an interest in an item please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings.

Members are advised to contact the Council's Legal section prior to the meeting if they wish to seek advice on a potential interest.

Members who have previously declared interests which are recorded in the Minutes to be considered at this meeting need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have an interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant as to prejudice the Member's judgement of the public interest.

6. **HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY (ENVIRONMENTAL SERVICES)**

**Synopsis of report:**

**This report provides information on the outcome of the Hackney Carriage and Private Hire Licensing policy consultation, details of subsequent amendments to the policy and guidance and recommends its approval for adoption by the Council.**

**Recommendation(s):**

- i) the Hackney Carriage and Private Hire Licensing Policy and Guidance be approved and recommended for adoption by full Council at its meeting on 9 February 2017; and**
- ii) the policy be reviewed at a point 3 years from the time of adoption in 2020 and reported back to this Committee on the operational effectiveness of the policy at a point 18 months from adoption during 2018.**

## 1. Context of report

- 1.1 Following presentation of the draft Hackney Carriage and Private Hire Licensing policy to this Committee in June 2016 the policy was circulated for consultation.
- 1.2 As agreed, the draft policy has now been brought back to this Committee for further consideration following the consultation and is attached at Appendix 'A'.

## 2. Report

- 2.1 The consultation took place from 30 June 2016 to 30 September 2016.
- 2.2 An online survey was regarded as the most efficient method of gauging opinions; respondents were also given the opportunity to complete the survey by hand.
- 2.3 In carrying out the consultation Officers took considerable time circulating and advertising the existence of the survey as was possible. This included online and via social media, day centres, libraries, notice boards and local organisations. A list of all consultees can be seen at Appendix A of the policy. Full copies of the policy were also placed at all libraries and day centres within the borough.
- 2.4 The survey was designed so that we were able to see if the respondents were members of the trade, users of the service or other (such as groups or associations).
- 2.5 There were 27 specific questions in the survey and respondents were given the opportunity within the survey to make comments on any area.
- 2.6 The total number of completed online surveys was 36; two further surveys were completed by hand making a total of 38.
- 2.7 Of the 250 drivers and operators who were sent information regarding the survey a total of 21 responded (8.4%).
- 2.8 The remaining responses were from 'users' of taxis, 11 and 'other', 6.
- 2.9 The survey questions and detailed results are produced in Appendix 'B' of this report but a snapshot of the results is in the table below:-

Q number	Subject	Agree	Disagree
2	Child Sex Exploitation (CSE) training requirement	31	7
3	Restriction on Hackney use out of area	31	7
4	Allow smaller engines	27	11
5	No part worn tyres	31	7
6	Tinted window restriction	30	8
7	Fire extinguisher and first aid kit standards	34	4
8	Pre booked signage	33	5
9	Introduction of emission control standards	30	8
10	MOT advisories	25	11
11	No dual plating of vehicles	31	7
12	Private Hire no roof mounted sign	36	2
13	Insurance indemnity cover	34	4
14	No electronic cigarettes	34	4
15	Private Hire driver standards	36	0

16	Conviction policy	35	2
17	Medical standards	36	2
18	Driving licence requirements	36	1
19	Knowledge test standards	34	4
20	Private Hire conditions	36	1
21	Hackney Carriage driver standards	37	1
22	General vehicle requirements	34	2
23	Vehicle standards	33	3
24	Vehicle conditions	35	2
25	Operator standards	37	1
26	Hackney fares	34	3
27	All fees	31	7

- 2.10 Respondents were given the opportunity to make comments on any area of the policy; these comments can be seen at Appendix 'C', along with Officer's considerations.
- 2.11 The questions on smaller engines (Q4) and MOT advisories (Q10) attracted some disagreement and a further comment was made on smaller engines. Officer's response to the smaller engine matter is contained within Appendix 'C'.
- 2.12 No comments were made on the matter of MOT advisories, this subject is explained in part 6.125 of the policy:-

*By the very nature of their work hackney carriages and private hire vehicles are subjected to frequent use and high mileage. They will reach the stage where a Mot advisory becomes a danger to the public in a shorter period of time than they would on a vehicle in normal use, perhaps catching drivers unawares and endangering the public.*

*Vehicles will be refused a licence for any advisory on a Mot which advises on the following areas unless evidence is produced to show that the advisory point has been repaired or replaced:*

- (a) Any part of the steering mechanism*
- (b) Any part of the braking system*
- (c) Tyres*
- (d) Any part of the suspension system*

*This would typically involve the showing of a receipt for the work done.*

- 2.13 Officers consider that an advisory is going to have to be dealt with sooner or later and the part could fail at any time. Knowing that a vital component is already weakened would inevitably be placing the public at risk and that is something we should be avoiding wherever possible.
- 2.14 Three areas of policy have been amended following representations from the trade, information received from the Driver Vehicle Standards Agency (DVSA) and Officer's re-assessment of the condition.
- 2.15 The first of these concerns tinted windows. The policy on tinted windows (Part 6.46) is supported by the majority of those who responded (Q6, 30 agree, 8 disagree).
- 2.16 One respondent commented that some hackney carriages carry out some of the same type of work as those which are plate exempt so they should be permitted to have privacy glass.

- 2.17 In order to avoid unnecessary expense being caused to the trade through this policy it is proposed that any existing licenced vehicles which currently have factory fitted privacy glass be allowed to continue to be licenced on a yearly basis until such time as the vehicle is replaced or changes ownership (by change of ownership this includes the regular use of the vehicle by another driver). This will also allow time for drivers to make other arrangements for those customers who insist on vehicles with privacy glass.
- 2.18 The second area concerns the driving standards and proficiency assessment (Part 5.97). This assessment was carried out by the DVSA and was introduced in 2003. In April 2006 this Committee resolved that the assessment should become a licensing requirement in Runnymede.
- 2.19 The DVSA informed all Councils on 12 Sept 2016 that they will no longer be carrying out these assessments as from 31 December 2016 so as they can concentrate on their core business of driving tests.
- 2.20 A small number of private organisations claim to offer an equivalent assessment, although at a higher cost, so it is conceivable that we amend the requirement and direct drivers to these organisations.
- 2.21 This is not a straightforward substitution, it is one that requires some consideration. Therefore, Officers recommend that the requirement for a DVSA assessment is suspended from the policy to allow us to see what develops in terms of providers/standards and then reconsider this requirement.
- 2.22 The third area concerns criminal records disclosure requirements. Part 5.39 of the policy has been amended to clarify the requirement for sufficient background checks on applicants who have lived overseas. This is to ensure all applicants provide evidence of their criminal history either through an enhanced DBS check or equivalent or certificate of good conduct.
- 2.23 Another area which was discussed at the most recent taxi drivers forum was that of frequency of Mot certificates. Although this was brought up outside the consultation period it is worth considering the matter.
- 2.24 An annual Mot certificate is required for licensed vehicles from 0 to 4 years including brand new. Once a vehicle is over 4 years old two Mots are required, the annual one and an additional one at the 6 monthly point.
- 2.25 This Mot requirement was approved by this Committee in April 1997 and it is considered best practice by the Department for Transport in their Taxi and Private Hire guidance. The guidance also refers to a report from the National Society for Clean Air in 2005 which stated taxis were more likely to fail the Mot emission test than other vehicles.
- 2.26 Taxis and private hire vehicles are in the main frequent use high mileage vehicles. Parts will wear out quicker and may not necessarily be detected by the driver. Therefore, as a matter of public safety Officers consider this remains an essential requirement.
- 3. Policy framework implications**
- 3.1 The existing conditions, bylaws and requirements have been in place for many years and were in need of revision although those which are still relevant have been retained.

#### 4. **Resource implications**

- 4.1 The process of developing and introducing any new policy is time consuming in terms of officer time and the consultation process although costs are recoverable through licensing fees.

#### 5. **Legal implications**

- 5.1 In order to maintain currency and relevancy the policy should be and amended as required when new legislation is introduced or changes to conditions or requirements become necessary.
- 5.2 Although there are no statutory requirements regarding taxi policies it should follow the practice of similar licensing regimes and be in effect for a period of 3 years. It would then be subject of a review following consultation prior to being adopted for a further 3 years.

#### 6. **Equality implications**

- 6.1 An Equality Impact screening Assessment has been completed; this is attached to the report as Appendix 'D'.
- 6.2 The Equalities Group met and discussed the policy and the Impact Assessment. A number of issues were discussed regarding how both drivers and customers with protected characteristics would be affected by the policy.
- 6.3 The following significant issue was raised and subsequently addressed. This was clarification of the requirement for DBS certificates for applicants who have lived overseas as set out in section 2.22 of this report. The group were made aware of the changes to this area and were satisfied with the content.
- 6.4 It was agreed that a full impact assessment was not needed.
- 6.5 With regard to the protected characteristic of disability and following advice from the Guide Dogs for the Blind Association (Guide Dogs UK), the policy (5.73-5.78) on assistance dogs and medical exemptions has been amended to show :-
- a) the drivers duty regarding the carriage of assistance dogs
  - b) that the Licensing authority will uphold the equality Act 2010 by having a zero tolerance policy to violations of the Act
  - c) there may be test purchasing with assistance dogs
  - d) medical exemptions certificates must be displayed prominently
  - e) the use of tactile exemption certificates will be considered
  - f) specific medical evidence requirement for exemptions
- 6.6 Attached at Appendix 'E' is 'Top Tips for Taxi Drivers' produced by Guide Dogs UK which was publicised to the trade in December.

#### 7. **Conclusions**

- 7.1 The policy gives the Council a broad framework of regulation with clear direction regarding the regulation of the trade. Officers do not consider the policy and guidance is unduly onerous or inflexible. Most importantly it is the safety of the



public which is the primary consideration and this should be at the forefront of the Council's Policy for regulating the hackney carriage and private hire trade.

**(To recommend)**

**Background papers**

Department of Transport Taxi and Private Hire Guidance 2010  
Equality Act 2010

**7. HACKNEY CARRIAGE AND PRIVATE HIRE FEES AND CHARGES - SECTION 70 OF THE LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 (ENVIRONMENTAL SERVICES)**

**Synopsis of report:**

**To inform Members of objections received to the proposed 2017/18 Taxi fees and charges.**

**Recommendation(s):**

**The Committee notes the contents of the report and approves the fees and charges for 2017/18 as originally agreed at the meeting of this Committee in November 2016.**

**1. Context of report**

- 1.1 At the last meeting of this Committee on 15 November 2016 it was resolved that the Council's proposed Fees and Charges for 2017/18 be effective from 1 April 2017, or as soon as practical thereafter. The scale of charges is shown in Appendix 'F'.
- 1.2 Under Section 70(3) of the Local Government (Miscellaneous Provisions) Act 1976 part II (the Act), a local authority is required to advertise any intended variation in the fees it charges in respect of Hackney Carriage and Private Hire Licences.

**2. Report**

- 2.1 The proposed fee increases were advertised in accordance with the Section 70(3) (a) and (b) of the above act.
- 2.2 When the advertisement period ended on 22 December 2016, one letter of objection had been received. This was from one individual objecting to the fee.
- 2.3 A copy of the relevant extract of the letter of objection is attached at Appendix 'G'.
- 2.4 The objection itself is not particularly clear but the basis of the objection appears to be that the hourly rate for staff appears excessive and the fee structure is not standard.
- 2.5 Sections 53(2) and 70(1) of the Local Government (Miscellaneous Provisions) Act 1976 (the Act) authorise the charging of fees in respect of Hackney Carriage and Private Hire Licences for drivers, vehicles and operators.
- 2.6 The 'Act' allows councils to recover the costs of issue, administration and additionally, in the case of vehicles, compliance.

- 2.7 The case of R (Hemming and others) v Westminster City Council (a case involving the setting of licensing fees with which this Committee will be familiar), has demonstrated the need for a proper fee setting process to be in place.
- 2.8 The judgement made it clear that local authorities may become liable for costs if it is found that procedures for setting fees have not been correctly followed and if the fees are not reasonable and proportionate to the costs of the licensing procedures.
- 2.9 In considering the matter of hourly rates referred to in the objection. These are shown at Appendix 'H' along with the taxi licensing budget for recent years. Members will note that the budget is in deficit.
- 2.10 The staff rates are used in the calculation of fees. The hourly staff rate includes not only the actual cost of employing staff, it also includes all our on-costs such as recharges from IT and Legal, Finance etc. These staff costs simply reflect the cost of providing staff and services; they are not a means of making a profit.
- 2.11 In considering the matter of the fee structure referred to in the objection. The Licensing section reviewed the fee setting process in November 2014 through the:-
- development of a detailed activity based costing model
  - assessment in detail of staff allocation and resources to each type of chargeable licence.
- 2.12 This is a detailed and transparent method of fee calculation which is able to be monitored year on year and amended to take account of changes in base costs and processes which naturally results in changes to fees. The fee calculations for the year 2017/18 are shown at Appendix 'I'.
- 2.13 Section 70(5) of the Act directs that if there are any objections that have been duly made and not withdrawn then the council shall set a further date not later than 2 months after the first specified date when the fees should come into force, with or without modification, as decided by the council after considering the objections. The specified date in this case is 2 April 2017.

### 3. **Legal implications**

- 3.1 Under the provisions of Section 70(3) (6) of the Act, on considering objections received following a publication regarding a variation in fees, the Regulatory Committee may remit in whole or part any fee chargeable in respect of that variation.

### 4. **Conclusions**

- 4.1 The taxi licensing fees for 2017/18 demonstrate a transparent and accountable method of fee calculation to allow for recovery of the Council's costs in relation to administering, controlling and supervising hackney carriage and private hire licensing. Officers conclude that no changes to the proposed fees agreed by this Committee in November 2016 should be made.

**(To resolve)**

### **Background papers**

Taxi fees report dated 15 November 2016  
R (Hemming and others) v Westminster City Council

8. **EXCLUSION OF PRESS AND PUBLIC**

If Members are minded to consider any of the foregoing items in private, it is the

**OFFICERS' RECOMMENDATION that -**

**the press and public be excluded from the meeting during discussion of the report(s) under Section 100A(4) of the Local Government Act 1972 on the grounds that the report(s) in question would be likely to involve disclosure of exempt information of the description specified in the relevant paragraphs of Part 1 of Schedule 12A of the Act.**

**(To resolve)**

**PART II**

**Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection.**

a) Exempt Information

(No reports to be considered under this heading)

b) Confidential Information

(No reports to be considered under this heading)

# Regulatory Committee

Thursday 12 January 2017

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HACKNEY CARRIAGE and PRIVATE HIRE  
LICENSING POLICY and GUIDANCE

*Runnymede Borough Council Bylaws  
Town Police Clauses Act 1847*

*Local Government (Miscellaneous Provisions) Act 1976 & Other Legislation*

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## Glossary

DBS	Disclosure and Barring Service
DfT	Department for Transport
DSE	Data Subject Enquiry
DVLA	Driver and Vehicle Licensing Agency
DVSA	Driver and Vehicle Standards Agency
MOT	Ministry of Transport test
RBC	Runnymede Borough Council
UK	United Kingdom
CSE	Child sexual Exploitation
LGMPA 1976	Local Government (Miscellaneous Provisions) Act 1976 (part II)

## **PART 1**

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## 1. FOREWORD

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- 1.0 We believe that taxis are an integral part of the public transportation system and a part of the infrastructure of our society. There are few people who have not used a taxi service for some purpose at some time, whether it is for business, domestic or social purposes.
- 1.1 Society takes the provision of such a service, whether private hire (PH) or hackney carriage (commonly referred to as taxis), largely for granted and expects that the journey will be without incident or concern. We believe that this is exactly as it should be and that taxi passengers simply want a reliable, efficient and effective service delivered in a safe and secure manner.
- 1.2 While we recognise that there are many hardworking licence holders, within the industry, who are rightly proud of the service they provide, any service to the public is a potential target for the less scrupulous in society. This may include those who might use their position to exploit the travelling public, for example by demanding more than the legal fare or to abuse them or their property (e.g. when carrying vulnerable individuals such as children or unaccompanied females).
- 1.3 In view of these concerns, we believe that the service of providing a driver and vehicle to convey persons from one place to another needs to be appropriately regulated to prevent the less than honest or able persons from undertaking such work, or, more appropriately to allow only those individuals and vehicles that are safe and suitable to undertake such work.
- 1.4 However, we also recognise that while licensing of the taxi trade seeks to protect the public from the unscrupulous, too restrictive an approach can work against the public interest. This can potentially create barriers of entry to the trade, restricting the supply of taxi services, and subsequently, having unintended safety implications (e.g. resulting in an insufficient number of taxis to ensure the vulnerable get home safely). We therefore want to ensure that each of our licensing requirements is suitably justified and proportionate to the risks we seek to address and that the costs incurred are commensurate to the benefits.
- 1.5 In summary, we want to ensure good business for all concerned by providing quality, timely and value for money taxi licensing and regulatory services that reasonably ensures the safety and protection of both the public and other road users and provides for a suitable, good quality and efficient public transportation service for all. This document sets out how we intend to do this within the existing legislative framework and other constraints.
- 1.6 Hackney and private hire drivers/vehicles licensed with other authorities may also be working in Runnymede. This policy will only apply to those drivers, vehicles and operators who are licensed by Runnymede Borough Council.

## PART 2

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### 2. INTRODUCTION & SCOPE

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#### 2.1. Summary

2.2. This document sets out Runnymede Borough Council's (RBC) taxi licensing policy in recognition of its role and functions as the relevant licensing authority for hackney carriage and private hire vehicles, drivers and operators.

2.3. In preparing this document, we have considered various guidance documents, case law, and have consulted with and considered the responses made by the individuals, agencies and organisations set out in **Appendix A**.

#### 2.4. Background

2.5. The Town Police Clauses Act 1847 and the LGMPA 1976 part II part II (LGPMA1976), together with a variety of other statutes provide the legislative framework throughout England & Wales (excluding London) for regulating the provision and activities of hackney carriages and private hire vehicles, (commonly referred to as 'taxis').

2.6. Under LGPMA 1976, RBC along with other authorities is responsible for the licensing of hackney carriages and/or private hire vehicles, their drivers and operators. We are also responsible for a range of other taxi-related matters, for example hackney carriage fares.

#### 2.7. Status

2.8. This document sets out the policies and arrangements the licensing authority will normally apply and consider in carrying out its taxi licensing functions and responsibilities. This document will therefore be used to inform and direct our decision making, particularly when making decisions on relevant licence applications, other authorisations and/or exemptions. It acts as a guide to the considerations and standards to be applied in our licensing work together with the roles and responsibilities of those to whom it applies.

2.9. This document is not intended to be a full and/or authoritative statement of the law or its associated guidance and does not in any way constitute legal advice. The relevant statutory provisions together with any subordinate legislation will take precedence.

#### 2.10. Applicability

2.11. This document applies to the functions of RBC as a licensing authority under the various taxi-related statutes and to related activities within the Borough as defined in **Appendix B**.

#### 2.12. Disclaimer

2.13. Please note that every effort has been made to ensure that the information in these pages is correct at the time of writing. Changes in the law will take precedence and will be incorporated when this policy is next reviewed. Policies may change and/or be adopted in the meantime.

## PART 3

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### 3. LICENSING PRINCIPLES, OBJECTIVES & GENERAL CONSIDERATIONS

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#### 3.1. GENERAL

3.2. A number of authorisations and administrative procedures may be sought, held or applied for under the various statutory provisions. The policies and considerations to be applied will generally depend on the nature of the authorisation sought / held and/or the circumstances of the case.

#### 3.3. General application of policies, objectives and considerations

3.4. Paragraphs 3.7 to 3.27 and Part 4 are of general applicability and will normally be used for any function of the licensing authority.

#### 3.5. Guidance, policies and considerations for specific authorisations

3.6. The sections set out below will normally be used for the specific licensing regime to which it refers.

Driver Licensing	Part 5	Pages 17 - 32
Vehicle Licensing	Part 6	Pages 33 - 55
Operator Licensing	Part 7	Pages 56 - 61

#### 3.7. FUNDAMENTAL PRINCIPLES & OBJECTIVES

#### 3.8. Licensing objectives

3.9. We will aim to regulate taxi-related activities in the public interest and will, where appropriate, seek to enable good business for all concerned. We will endeavour to do this by providing quality, timely and value for money taxi licensing and regulatory services that reasonably ensure –

- (a) the safety and protection of both the travelling public and other road users; and
- (b) The provision of a suitable and efficient public transportation service for all.

#### 3.10. Other general principles

3.11. Where appropriate, the licensing authority will –

- (a) be objective;
- (b) consider any matter on its own individual merits; and
- (c) consider any impact on the licensing objectives.

### **3.12. Licensing policy and guidance**

3.13. In exercising its functions, the licensing authority will, where appropriate, have regard to –

- (a) this taxi licensing policy;
- (b) any guidance issued by or on behalf of the relevant Secretary of State (e.g. Department for Transport, Home Office).
- (c) guidance issued by the Local Government Association (LGA); and
- (d) Any new legislation and relevant case law.

### **3.14. Integration of policies, strategies and objectives**

3.15. The licensing authority may, where it is entitled to do so have consideration for the aims, objectives and findings of any published government strategies and plans which relate to its licensing objectives.

3.16. For these purposes, government strategies and plans are taken to mean those prepared and published by or on behalf of HM Government, RBC and / or any other statutory authority with responsibilities within the area concerned.

### **3.17. Departure from guidance and policy**

3.18. The licensing authority may, where it is entitled to do so, use its discretion to depart from this policy and any other guidance where it considers it appropriate to do so and, in such cases, will give clear reasons.

### **3.19. DUPLICATION & OTHER RELEVANT LEGISLATION**

#### **3.20. General expectation of compliance**

3.21. The licensing authority expects those to whom it has granted any authorisation to fully comply with all other relevant legislation (e.g. Health & Safety) applicable to their premises, vehicle and/or their activities. The licensing authority will, subject to circumstances, seek to avoid duplication with other regulatory regimes in delivery of its functions.

#### **3.22. Other authorisations and permissions**

3.23. The licensing authority expects those providing licensable activities to ensure that they have obtained all necessary permissions before proceeding e.g. landowner permission, permits etc. A licence to provide, drive or operate a hackney carriage and/or private hire vehicle does not, and shall not be taken to give or imply approval for any other activity regulated by this or any other authority. Prospective applicants are advised to check to ensure that their proposals / arrangements are suitably authorised in all respects.

#### **3.24. Planning permission and building control requirements**

3.25. The licensing authority notes that the use of premises (e.g. for the operation of private hire vehicles) may be subject to control by the local Planning Authority and that such uses may require planning permission or must otherwise be lawful under planning legislation. Planning permission is usually required for new premises and/or

a change of use of premises while building control approval is often required for structural alterations.

- 3.27. While relevant applications (e.g. for an operator's licence) may be made pending any necessary planning permission, the licensing authority expects these normally to be made by businesses with planning consent for the property and uses concerned. However, the licensing authority would impress that planning, building control and licensing are separate legislative regimes that involve consideration of different (though often related) matters. In view of this, and so as to ensure a clear separation of planning and licensing systems, licensing applications will, in all cases, be considered wholly independently of planning applications. However, so as to ensure compliance with the law, the licensing authority will, where appropriate, advise the local Planning authority of receipt of any relevant premises-based application.

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## PART 4

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### 4. GENERAL ADMINISTRATIVE ISSUES

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#### 4.1. APPLICATIONS & NOTICES

#### 4.2. Equality of opportunity

4.3. Subject to the requirements of the relevant statutory provisions, nothing in this taxi licensing policy shall override or undermine the right of any individual or business –

(a) to apply for one or more of the authorisations and/or exemptions provided for and, where appropriate, to have that application considered on its individual merits;

(b) who is aggrieved by the decision of the licensing authority to appeal against that decision to the Courts where provision has been made for them to do so.

#### 4.4. SUBMISSION OF APPLICATIONS AND NOTICES

4.5. All applications and notices must be made to the licensing authority detailed below –

The Licensing Authority  
Runnymede Borough Council  
Runnymede Civic Centre  
Station Road  
Addlestone  
Surrey  
**Email:** [licensing@runnymede.gov.uk](mailto:licensing@runnymede.gov.uk)  
KT15 2AH  
**Telephone:** 01932 838383  
**Website:** [www.runnymede.gov.uk](http://www.runnymede.gov.uk)

#### 4.6. Validity of applications or notices

4.7. The licensing authority will, normally, only accept and, where appropriate, process applications and notices that fully comply with all relevant requirements and eligibility criteria. Applications and/or notices will normally be treated as being invalid where they fail to comply with all relevant requirements.

4.8. The licensing authority will normally refuse an application where the applicant fails to supply required information without reasonable cause or otherwise within any reasonable timescale we may specify.

#### 4.9. Safeguarding against fraud

4.10. So that it can satisfy itself against forgeries and the potential for fraud, the licensing authority will normally require all submissions to be original documents. Photocopies, scans and similar will **not** normally be accepted.

4.11. We will treat any document as being invalid where we suspect it may have been forged, improperly altered or tampered with. Any Documents which are produced and have been forged / altered or tampered with in any other way with intent to deceive Council staff will result in the application being refused and no further applications being accepted from that individual.



4.12. Where appropriate, and for the reasons given above, individuals who have changed their name for any reason at any time must also provide supporting documents giving effect to their change of name (e.g. marriage certificate, deed poll, divorce papers etc.).

#### **4.13. Renewal and lapse of existing licences**

4.14. To assist licence holders, the licensing authority will endeavour to remind licence holders of the pending expiry of any licence they hold. However, it asserts that it remains the responsibility of each licence holder to re-apply for all appropriate licences, other necessary documentation and/or permissions etc. in advance of expiry. The fact that no reminder letter for any documentation has been received is not a reason to excuse late submissions.

4.15. Licence holders who allow their licence to expire will be unlicensed and therefore not authorised to act or otherwise provide the activities for which the licence was originally required. For this reason, applications for renewal which are made after the date of expiry of any (pre)existing licence will normally be treated as being invalid/void and, where appropriate, individuals will normally be required to make a new application in full as though applying for the first time. It is therefore in each licence holder's interest to ensure that any application for renewal is made in full and in good time. To be treated as a valid application for renewal, (where required) it must be the case that the applicants DBS, certified medical certificate and DVLA check meets the licensing authority's requirements.

4.16. In the event of any driver allowing their licence to expire and within one month of the expiry date submits a new application, the authority will not require that the driver resits a knowledge test and the DVSA test provided that they can supply evidence of having passed these tests. Likewise they will not have to supply a new medical/DBS/DVLA mandate providing the existing documents meet the Councils requirements. The expiry dates of these existing documents will remain as they would, had the licence not expired.

#### **4.17. Disclaimer**

4.18. The licensing authority accepts no liability for rejection, loss or delays incurred due to late submission, the submission of documents of questionable validity or the submission of an incomplete application.

#### **4.19. USE & EXCHANGE OF INFORMATION**

##### **4.20. Data protection and exchange of information**

4.21. The licensing authority will comply with the Data Protection Act 1998 but may use personal information about individuals to process applications for a licence and maintain the RBC's customer records, to carry out its licensing functions including correspondence and enforcement and/or to prevent or detect crime. For these purposes it may share personal information with, and obtain information from, other parts of RBC or outside organisations.

4.22. The licensing authority may disclose all such information to its agents, service providers and other RBC departments.

4.23. Individuals on whom we hold information have the right to ask for a copy of the information in order to correct any inaccuracies. We may charge a fee for this work.

4.24. By submitting an application or notice all individuals consent to the licensing authority using and processing sensitive and / or personal data about them where this is necessary.

#### **4.25. Confidential information**

4.26. The licensing authority recognises that it is subject to legal restrictions on confidentiality of certain information it requires and holds in order to determine applications for, and/or to supervise, the various licences it issues (e.g. medical data, criminal conviction and similar background disclosures).

4.27. In exercise of its duties, the licensing authority will only disclose such information, as may be necessary, to those involved in the determination of relevant applications in accordance with the RBC's Constitution and Scheme of Delegation (see paragraph 4.37). The licensing authority will not divulge such information to any third party otherwise than where it is required to do so by law.

#### **4.28. Storage and use of confidential information**

4.29. Confidential information will be reviewed in accordance with RBC's document retention and disposal policy. It will not be retained any longer than necessary:-

- (a) beyond the term and duration of the licence for which it was required; or
- (b) where appropriate, until it is replaced by more up-to-date information.

#### **4.30. Change of details, name or address**

4.31. To allow communications and ensure that authorisations remain valid, licence holders must inform the licensing authority within 7 days of any change of name, address or contact details. Where appropriate the licensing authority may check any change of details and require suitable proof of identity and evidence of the change(s) made.

4.32. As the licensing authority may have urgent cause to contact licence holders in circumstances and situations that may affect public safety or protection (e.g. vehicle safety recalls, missing person enquiries etc.), the licensing authority will take a serious view of any individual who fails to advise it of any relevant change in details.

#### **4.33. PUBLIC REGISTER & PROVISION OF INFORMATION**

##### **4.34. Public registers**

4.35. The licensing authority maintains a public register of the authorisations that it issues, together with other information.

4.36. The public register is available on RBC's website

<https://www.runnymede.gov.uk/article/4458/Search?q=public+register&go=Go>

##### **4.37. DELEGATION OF FUNCTIONS**

4.38. In the interests of speed and efficiency the licensing authority will, where possible, delegate licensing decisions and functions to officers.

4.39. Where the issue to be decided is in any way controversial then it may be referred to and decided by the Regulatory Committee. Within these general constraints,

functions, responsibilities and access to confidential information will be delegated in accordance with the RBC's scheme of delegation.

#### **4.40. CONDITIONS**

4.41. Conditions include any terms, limitations or restrictions attached to a relevant authorisation and are essentially the steps a licence holder will be required to take or refrain from taking whenever acting in the capacity of a licensed driver, operator and/or when using or otherwise providing a licensed vehicle.

#### **4.42. General principles on the imposition of conditions**

4.43. The licensing authority will, where it is entitled to do so, normally impose conditions only in respect of matters that are within the control of the applicant and/or the holders of relevant authorisations.

4.44. The licensing authority will seek to avoid disproportionate and/or over burdensome conditions wherever reasonably practicable and will, where it is entitled to do so, normally seek to ensure that conditions –

- (a) are only imposed where legal authority exists to do so;
- (b) are reasonable;
- (c) are proportionate to any risks/problems identified;
- (d) directly relate to any harms being addressed;
- (e) are consistent in the circumstances;
- (f) are capable of being complied with by the relevant licence holder; and
- (g) do not unjustifiably duplicate the requirements of other legislation.

4.45. Where a non-standard condition is to be added to a relevant authorisation, the licensing authority will, where it is entitled to do so, normally seek to –

- (a) consider whether alternative means are available to address the risks/problems identified; and
- (b) give reasons for imposing the conditions/restrictions where appropriate.

4.46. The licensing authority will, where entitled to do so, normally impose conditions that are clear, unambiguous, coherent and enforceable.

#### **4.47. Avoidance of conflicting conditions**

4.48. So far as is reasonably practicable, the licensing authority will ensure, where it is entitled to do so, that no conditions are imposed on relevant authorisations that conflict with any other conditions.

#### **4.49. Duplication with other statutory provisions**

4.50. The licensing authority expects holders of relevant authorisations, their premises and business activities to comply with all other relevant legislative requirements (e.g. Health and Safety at Work etc. Act 1974). The licensing authority will therefore,

normally avoid the imposition of conditions that duplicate other regulatory requirements, unless -

- (a) other legislation does not adequately or specifically address the issues concerned; or
- (b) other legislation does not cover the unique circumstances that arise in connection with the particular activities and/or specific premises concerned; or
- (c) it is appropriate in the circumstances to take steps to promote the licensing objectives.

**4.51. Enforcement of conditions and rights of appeal**

- 4.52. Failure to comply with any condition attached to a relevant authorisation can be both a criminal offence and/or provide reasonable cause to suspend, revoke or refuse to renew relevant licences. As such, all parties will be informed of any statutory rights of appeal against the imposition of conditions, where provision has been made to do so.

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## **PART 5**

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### **5. DRIVER LICENSING**

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#### **5.1. GENERAL**

5.2. This policy document applies to individuals who seek or are otherwise entitled to drive a hackney carriage and/or private hire vehicle.

#### **5.3. Driver licensing**

5.4. It is the view of the licensing authority that driver licences issued in respect of a hackney carriage will also give them licence to drive a private hire vehicle.

#### **5.5. Parallel procedures**

5.6. The statutory and practical criteria and qualifications necessary to obtain a private hire driver's licence are, subject to certain exceptions, similar to those necessary to obtain a hackney carriage driver's licence (whether on first-time grant or renewal). Unless otherwise stated, this section therefore applies equally to both private hire and/or hackney carriage drivers.

#### **5.7. The term and duration of driver licences**

5.8. In accordance with section 53 of the LGMP 1976 part II, the licensing authority will normally grant or renew a hackney carriage and/or private hire driver's licence for a period of three years. However, the licensing authority may grant driver licences of shorter duration where it considers this to be appropriate in the circumstances of the case.

5.9. Shorter durations will only be granted on a case by case basis where there is an appropriate and justifiable reason to do so.

#### **5.10. FIT AND PROPER PERSON**

5.11. Sections 51 and 59 of the LGMPA 1976 part II state that the licensing authority cannot grant a licence to drive a hackney carriage and/or private hire vehicle unless satisfied that the applicant is a 'fit and proper person' to hold such a driver's licence.

5.12. As the term 'fit and proper person' is not defined in law, the licensing authority will, where appropriate, seek to ensure that applicants and existing licence holders are both safe and suitable on demonstration that they are, and continue to be -

- (a) fit (mentally and physically) and in such condition as to be capable of driving and performing the duties of a licensed hackney carriage and/or private hire driver;
- (b) of suitable background, character and integrity (including being suitably professional, responsible, reliable, sober, honest, trustworthy, civil, decent, courteous and respectable in both manner and appearance);
- (c) of suitable knowledge, experience and skills to drive and/or perform the duties of a licensed hackney carriage and/or private hire driver;

- (d) entitled and, where appropriate, authorised to live, work and/or drive and perform the duties of a licensed hackney carriage and/or private hire driver in the UK; and
- (e) suitably insured to drive and perform the duties of a licensed hackney carriage and/or private hire driver in the UK.

### **5.13. General requirements**

5.14. Section 57 of the LGMPA 1976 part II allows the licensing authority to require such information as may reasonably be considered necessary to determine whether a hackney carriage or private hire driver's licence should be granted and whether conditions should be attached.

5.15. Along with the requirement to satisfy a person's fit and proper status (under S51 and S59) the Council will, where appropriate, require applicants and existing licence holders to provide and/or facilitate the information contained within **Appendix C**.

### **5.16. Standards and Relevance of Fitness & General Requirements**

5.17. While the policies, standards and considerations applicable to each of the general requirements in **Appendix C** are set out below, these matters should not be seen as a comprehensive checklist or, in any way, be regarded as standards to be automatically applied in all cases. Where appropriate, the licensing authority may require additional information, documents, or other certifications it reasonably considers necessary to enable it to determine whether a licence should be granted and, where appropriate, if conditions should be attached to any such licence. In all cases, the costs of any requirements must be met by the applicant.

### **5.18. Immigration and asylum status and/or entitlements**

5.19. By way of compliance with Immigration & Asylum legislation, it is the policy of the licensing authority to check an individual's immigration and asylum status; together with an individual's right to live and/or work in the UK.

5.20. To check these matters, the licensing authority will normally require applicants to provide suitable and sufficient documents as proof of identity and the right to live and work in the UK. Birth certificates and passports (if held) will be required in all cases. The licensing authority will normally follow and apply the extant Home Office (and Border Agency) guidelines for the prevention of illegal working in the UK (or suitable equivalent).

5.21. Where appropriate, the licensing authority may check with, and/or refer any concerns about an individual's immigration and asylum status or their right to live and/or work in the UK to the relevant Government departments.

### **5.22. Relevance of immigration and asylum status to driver licences**

5.23. As it will otherwise be unable to satisfy itself of the applicant's propriety, the licensing authority will normally refuse any application for a hackney carriage and/or private hire driver's licence where the applicant fails to provide or otherwise obtain suitable and sufficient evidence of identity and/or the right to live and work in the UK.

5.24. Where appropriate, the licensing authority will normally grant licences in accordance with any work permit(s) and/or restrictions and may, where it is entitled to do so, impose associated conditions and/or restrictions on the term, duration, nature and extent of any licence accordingly.

## **5.25. CRIMINAL RECORDS & SIMILAR BACKGROUND CHECKS**

5.26. As hackney carriage and/or private hire driver's work closely with all sections of society, including children and the vulnerable, the licensing authority believes that criminal record and similar background checks are particularly important safety measures in assessing the suitability of applicants for driver licensing purposes.

## **5.27. DBS mandate & disclosure requirements**

5.28. To assist it in the determination of 'propriety', it is the policy of the licensing authority that all applicants should submit a mandate; together with such documents as provide suitable proof of identity, to allow the licensing authority to obtain a suitable disclosure and barring service (DBS) disclosure.

5.29. In recognition of the different levels of disclosure offered by the DBS and of the importance of obtaining all relevant information necessary to ensure public safety, it is the policy of the licensing authority to require and accept only 'enhanced' DBS disclosures.

5.30. The applicant must supply an enhanced DBS certificate to the licensing authority on initial application for a Hackney Carriage or Private Hire Vehicle licence and thereafter, every three years from the grant of the initial licence. The DBS certificate must have been issued/dated no more than 3 calendar months prior to the application being submitted.

5.31. The Licensing authority strongly recommends that all current and new drivers register with the DBS online update service to reduce delays and administration costs. For new applicants who have joined the DBS update service then certificates older than three months can be accepted if accompanied with authorisation mandate for the licensing authority to carry out an online check.

5.32. Those drivers who continue to use the paper driven DBS service face particular problems with delays and incorrectly completed forms. The licensing authority recognises that significant delays do occur which are no fault of the driver and as such will make allowances for this by adopting a pragmatic approach to each individual's situation. Consideration will be given to allowing for a period of time between the expiry of a previous DBS check and receipt of a new DBS certificate. Failure or refusal to provide enhanced DBS certificates or mandates by the required date shall result in consideration of refusal of an application or suspension of a Hackney Carriage / Private Hire driver's licence.

## **5.33. Obtaining a DBS disclosure**

5.34. For reasons of data protection and compliance with the registration requirements of the DBS the licensing authority will only accept DBS disclosures that

- (a) have been applied for through RBC (being an approved/registered body with the DBS to apply for such disclosures); and
- (b) have been applied for the specific purposes of obtaining (whether on grant or renewal) a hackney carriage and/or private hire driver's licence; and
- (c) have been applied for in accordance with the extant DBS identification checking guidelines (or equivalent) ; or

- (d) have been obtained using the DBS Update facility providing the applicant has given written authority to RBC to check their online DBS disclosure

5.35. For the reasons detailed above, the licensing authority will not accept disclosures, copies or summaries of disclosures obtained by, for or on behalf of a third party. This shall apply regardless of whether a DBS disclosure certificate can be supplied directly by the applicant or otherwise from the third party concerned. NB: A third party non-refundable fee is payable for the DBS disclosure service.

#### **5.36. Additional DBS requirements and relevance**

5.37. On occasion, additional checks on the applicant's identity (including external validation and/or physical checks (e.g. fingerprints)) may be required by the DBS before a disclosure can be issued. The licensing authority will not grant a hackney carriage and/or private hire driver's licence to any applicant that fails to comply with any additional requirements of the DBS (to their satisfaction) or otherwise fails (for whatever reason) to provide any necessary information to enable the requisite disclosure to be issued. NB: A non-refundable third party fee may be payable for additional checks and/or external verification.

#### **5.38. Certificate(s) of Good Conduct**

5.39. The licensing authority recognises that a DBS disclosure will only give background details of any convictions, cautions etc. that were effected in the UK. It is therefore the policy of the licensing authority to require, where appropriate, a certificate of good conduct or suitable equivalent enhanced DBS document from any applicant who is currently **or** has been resident in any country (other than the UK). Because of the potential lifetime relevance for some of the most serious offences mentioned in this policy, the Council will need to ensure that sufficient background checks are conducted for those applicants that have lived overseas. For EU nationals (including UK citizens) suitable checks should be available. For those countries for which checks are not available, the Council will require a certificate of good conduct authenticated by the relevant embassy. The absence of an enhanced DBS equivalent or 'Certificate of Good Conduct' will not prevent an application from being considered but the failure to do so will be taken into account at the decision making stage.

5.40. For the purposes of this general policy requirement, the licensing authority will normally -

- (a) interpret the term 'resident in any country' in its widest possible meaning and to include any period other than work deployments or holidays of less than 6 months duration or any period of service in HM armed forces.
- (b) require a suitable enhanced DBS equivalent or where unavailable a certificate of good conduct or evidence of such to be provided in respect of each country in which the applicant may have previously lived.

NB: The licensing authority notes that different countries and jurisdictions may recognise and use a different minimum age of criminal liability. Where appropriate, a statement of good conduct or equivalent DBS document must reflect the relevant minimum age of criminal liability for the country concerned.

Contact details for foreign Embassies can be found on the Home Office website



**5.41. Additional requirements.**

5.42. To ensure authenticity, currency and efficiency of use, the licensing authority requires that certificates of good conduct (or suitable DBS equivalent) be -

- (a) translated and submitted in written English;
- (b) authenticated/certified as a true and accurate record by the relevant Embassy; and
- (c) no more than 3 calendar months must have passed since the certificate was issued/dated or within a period otherwise considered appropriate in the circumstances.

**5.43. Relevance of certificates of good conduct**

5.44. As it will otherwise be unable to satisfy itself of the applicant's propriety, the licensing authority will normally refuse any application for a hackney carriage and/or private hire driver's licence where the applicant fails to provide or obtain suitable and sufficient certificates of good conduct where these may be appropriate.

5.45. However, the licensing authority recognises that not all states or provinces can provide for certificates of good conduct. Therefore, in genuinely exceptional circumstances, the licensing authority may require alternative documentation (i.e. suitable equivalent documents) and/or seek to undertake alternative investigation of the propriety of the applicant.

**5.46. Relevance of convictions etc. & background information**

5.47. The Council will, in considering an individual's criminal record, consider each case on its merits, but will take a particularly serious view of any offences involving violence, especially sexual elements. This Council has a clear policy for the consideration of criminal records. For example, the number of years required to have elapsed since the commission of particular kinds of offences before a licence will be granted.

5.48. In relation to the consideration of convictions and cautions recorded against persons, RBC has adopted the policy set out in **Appendix D**.

5.49. In assessing whether the applicant is a fit and proper person to hold a licence, the Council will consider each case on its merits. It will take account of cautions and convictions, but only in so far as they are relevant to an application for a licence. Upon receipt of a disclosure from the Disclosure and Barring Service, a Licensing Officer will assess whether any or all of the convictions are capable of having relevance to the issue of whether or not the applicant is a fit and proper person to hold a licence.

5.50. In relation to previous convictions, the licensing authority will have regard to the following:

- The class of the offences;
- The age of the offences;
- The age of the applicant at the date of the offence
- The apparent seriousness, as gauged by the penalty.

5.51. Guidance in relation to specific offences, along with a summary of the principles is given in **Appendix D**. In general terms, the more recent, serious and relevant to public safety the offence is, the less likely it is that an application will be granted.

5.52. Applications will be referred to the RBC's Regulatory Committee when it is considered appropriate to do so.

### **5.53. Previous Application / Licensed Taxi Driver History**

5.54. In recognition that applicants may previously have applied for and/or held licences that may have been refused, suspended and/or revoked by other authorities, the licensing authority requires all applicants to declare -

(a) whether or not any such applications have previously been made to any other licensing authority, the date of any such application, together with details of (i.e. the reasons for) the outcome; and/or

(b) whether or not any such licences have previously been held with any other licensing authority, the dates any such licences were held, together with the details of any actions that resulted in suspension, revocation and/or the refusal to renew any such licence.

5.55. Where appropriate, the licensing authority will check the status and outcome of any other applications made to and/or licences held with other authorities together with the reasons for any actions that may have been taken in connection with them.

### **5.56. RELEVANT MEDICAL STANDARDS**

5.57. As recommended best practice by the Department for Transport (DfT), the licensing authority will normally consider and determine medical and physical fitness standards to drive a hackney carriage and/or private hire vehicle by reference to the extant Group 2 standards of medical fitness applied by the DVLA.

### **5.58. General frequency of medical checks**

5.59. To ensure currency and relevance the licensing authority will normally require applicants to submit a suitable medical report which is dated no more than three months prior to the initial application and then every five years from the date the licence was initially granted.

5.60. However, in order to protect the safety of those using licensed vehicles and/or those who may otherwise be put at risk by unfit drivers (e.g. other road users etc.), the licensing authority considers it legitimate and proportionate to require more frequent and/or additional medical assessments in the following circumstances. Where appropriate, the costs of any additional requirements shall be met by the applicant.

### **5.61. Age-related frequency of medical checks**

5.62. In recognition that physical deterioration and medical conditions generally become more prevalent with age, following the 60th birthday of any applicant the licensing authority will normally require an annual medical examination every year from the date the licence was initially granted. This generally follows Group 2 medical standards

### **5.63. Diabetes-related frequency of medical checks**

5.64. If the applicant has insulin treated diabetes, DVLA group 2 C1 standards will apply.

### **5.65. Obtaining a medical report**

5.66. To ensure, so far as is reasonably practicable, consideration of medical standards against all relevant histories and records, the licensing authority will normally require production of a medical report signed by their own general practitioner (GP) or a GP with access to the applicants medical records to the effect that the applicant is physically fit to DVLA group two standards. So as to ensure a suitable degree of impartiality, any specialised medical reports / information required by the licensing authority must be completed or provided by an independent specialist consultant in the field concerned. Third party non-refundable fees may be payable for these services and must be met by the applicant.

### **5.67. To ensure authenticity and currency the licensing authority will in all cases require that medical reports be -**

- (a) completed on the prescribed Runnymede Medical report form
- (b) completed / submitted in written English
- (c) authenticated by and/or bear the stamp of the relevant surgery; and
- (d) on application no more than 3 calendar months must have passed since the medical was carried out

### **5.68. Other medical check requirements**

5.69. The licensing authority also notes that some disabilities may be incompatible with the ability to drive and/or perform the duties of a licensed hackney carriage and/or private hire driver (e.g. (un)loading of luggage, carriage of passengers in wheelchairs etc.).

5.70. Where appropriate, an applicant or licensed driver who has, or develops, a disability or condition (cognitive or physical) that affects their ability to drive and/or perform the duties of a licensed driver may also be required to be medically assessed at an approved assessment centre. This accords with the Group 2 medical standards which lists the approved assessment / mobility centres concerned.

NB: This specialist report must be provided in addition to the general medical report.

### **5.71. Relevance of medical reports**

5.72. Where appropriate, the licensing authority will normally refuse applications (whether on grant or renewal) from any applicant who does not meet the given medical standards and/or otherwise fails to provide any relevant information or attend any review on request. Similarly, the licensing authority may suspend and/or revoke an existing hackney carriage and/or private hire driver's licence where appropriate or where reports are not produced when due.

### **5.73. Assistance Dogs**

5.74. Under the Equality Act 2010, licensed drivers of taxis and private hire vehicles are under a duty to carry passengers with guide, hearing and other assistance dogs without additional charge. When carrying such passengers, drivers have a duty to:

- a) Convey the disabled passenger's dog and allow it to remain under the physical control of the owner; and
- b) Not to make any additional charge for doing so.

5.75. Under the Equality Act 2010, it is an offence for any operator or driver to refuse to carry assistance dogs or to charge more for the fare or booking. On conviction for such an offence, drivers can be fined up to £1,000 and have their licence removed.

5.76. To ensure that the Equality Act 2010 is upheld, the Licensing Authority will:

- a) Have a zero tolerance policy to access refusals - investigating all reported violations of the Act with a view to pursuing a conviction.  
and may
- b) Undertake periodic test purchasing with assistance dog owners on licensed vehicles to ensure that licensing requirements are being complied with.

#### 5.77. **Medical Exemption Certificates**

5.78. Drivers who have a certifiable medical condition which is aggravated by exposure to dogs may apply to the council for exemption from the duty on medical grounds. If no exemption has been applied for and subsequently granted, then drivers are still required to carry assistance dogs.

The Licencing Authority will:

- a) Make it a condition to the licence that the notice of exemption must be exhibited in the vehicle by fixing it in an easily accessible place, for example on the windscreen or in a prominent position on the dashboard.
- b) Seek to use tactile medical exemption certificates so that guide dog owners are able to identify the certificate, which should be presented to the guide dog owner upon request.
- c) Only issue an exemption certificate when it is authorised by the driver's GP and is accompanied by medical evidence, for example a blood test, a skin prick test or clinical history.

5.79. **Exemptions from the carriage of luggage and/or handling of wheelchair users** – may be permitted where the licensing authority is satisfied that it is appropriate to do so on medical grounds, for example musculoskeletal pain which is aggravated by the carriage and/or manual handling of heavy loads.

5.80. To ensure transparency and fairness, the licensing authority will normally grant an exemption certificate where the applicant driver can provide suitable medical evidence (at their own expense).

5.81. **Appeals** - A person who is aggrieved by the refusal of a licensing authority in England and Wales to issue an exemption certificate under section 166, 169 or 171 of the Equality Act 2010 may appeal to a Magistrates' Court before the end of the period of 28 days beginning with the date of the refusal.(see page 71)

## 5.82. DRIVING LICENCE

5.83. RBC's policy is that persons must have held a full driving licence for 2 years on application and have reached the age of 21 years. The licensing authority will normally require and accept one of the following licences which shows the applicant is entitled to drive the vehicle(s) they intend to drive (i.e. they possess the correct category entitlement(s); namely -

- (a) a UK licence granted under part III of the Road Traffic Act 1988 authorising them to drive a motor car.
- (b) a valid ordinary driving licence issued by Northern Ireland, the European Economic Area states and subsequent accession States to the European Union; or
- (c) a valid 'exchangeable' ordinary licence as defined in the Road Traffic Act 1988 (or suitable equivalent).

Note :- (b) and (c) will only be acceptable where the equivalent of DVLA records can be accessed

5.84. **Other driving licence requirements** – DVLA shared driving licence service and DVLA mandate.

5.85. The licensing authority is aware that paper driving licences and photo cards can be unreliable guides to an individual's eligibility to drive. For example –

- (a) failure to submit a driving licence to the DVLA to record any endorsements may result in automatic revocation of the licence; rendering the driver, often unknowingly, unlicensed and uninsured.

5.86. In view of the above, the licensing authority will normally require all applicants to submit –

- (a) their original driving licence, this must be up-to-date and bear the current address of the applicant where (s)he is ordinarily resident in the UK and a current valid DVLA access code obtained from the online DVLA Shared Driving Licence service to allow the licensing authority to check the applicants driving record.

or

- (b) a suitable mandate that allows the licensing authority to obtain their historical driving licence records held by the DVLA. A third party non-refundable fee may be payable for this service.

## 5.87. Obtaining DVLA records

5.88. For reasons of data protection, compliance with the registration requirements of the DVLA and control of the information subsequently disclosed, the licensing authority will normally obtain DVLA records -

- (a) where the applicant/driver supplies the licensing authority with an access code to allow the licensing authority check the applicants driving record online using the DVLA Shared Driving Licence service.

- (b) Where the applicant provides a suitable mandate which has been applied for through RBC (being an approved / registered body with the DVLA to apply for such records); and
- (c) have only been applied for the specific purposes of obtaining (whether on grant or renewal) a hackney carriage and/or private hire driver's licence

5.89. For the reasons detailed above, the licensing authority will not normally accept copies or summaries of disclosures obtained by, for or on behalf of a third party regardless of whether this is supplied directly by the applicant.

#### **5.90. Frequency of DVLA checks**

5.91. (a) On initial grant and renewal a current valid DVLA access code obtained by the driver from the online DVLA Shared Driving Licence service to allow the licensing authority to check the applicants driving record online. This will be required on a date 1 year and 2 years respectively from the date of issue of the licence.

#### **5.92. Additional requirements**

5.93. As endorsements, disqualifications and penalties may be applied at any time during the term of a licence, the licensing authority may require additional checks to be undertaken at any time it is considered necessary in the circumstances.

#### **5.94. Relevance of driving licence and DVLA mandate**

5.95. As it will be unable to satisfy itself of their authorisation to drive, the licensing authority will not grant a hackney carriage and/or private hire driver's licence to any applicant that fails to provide –

- (a) a valid driving licence and a check code to allow the licensing authority check the applicants driving record online using the DVLA Shared Driving Licence service
- (b) any necessary information to enable further disclosure of historical driving records.

5.96. With reference to driving licence disclosure, the licensing authority will normally determine the relevance of any penalty points, endorsements and disqualifications etc. and any other information it receives with reference to the policies and general guidelines set out at **Appendix D**.

#### **5.97. KNOWLEDGE TESTS**

5.98. The licensing authority notes that –

- (a) taxi fares are usually related to the time and distance travelled and it is therefore appropriate to ensure that licensed drivers know the shortest and/or most expedient route(s) to avoid unnecessarily high fares being charged to the customer (i.e. consumer protection);
- (b) licensed drivers providing services to the general public do not generally have the opportunity to check the details of a route before starting; whereas, hackney carriages are usually directly available for hire at ranks or on the street, the drivers of private hire vehicles may receive concurrent bookings

through their operator (e.g. via radio, computer, mobile communications device or similar); and

- (c) further to (a) and (b) above, road works, diversions, traffic jams, traffic accidents etc. mean that it is not always appropriate to rely on satellite navigation equipment or similar.

5.99. Accordingly, it is the policy of the licensing authority to ensure that those who provide a hackney carriage and/or private hire driving service to the general public have a good working knowledge of the area in which they are licensed and of the law and local policy and procedures in relation to Hackney carriage and Private Hire Vehicle. The licensing authority will therefore normally require all first time applicants to pass a test of knowledge on the law and local policy and procedures in relation to Hackney carriage and Private Hire vehicles, together with knowledge of local streets and topography.

#### **5.100. Stringency of tests of knowledge**

5.101. By way of ensuring that these tests do not comprise an unnecessarily high obstacle or barrier of entry into the trade, the licensing authority will seek to keep the tests under review and ensure that the stringency of each test reflects law and local policy and procedures in relation to hackney carriage and private hire vehicles and the complexity or otherwise of local geography and highway infrastructure.

5.102. The Council will ensure that its knowledge tests are conducted in accordance with its knowledge test policy and procedures outlined at **Appendix E**.

#### **5.103. Costs of knowledge test**

5.104. As the satisfactory completion of the knowledge test is largely dependent on the attitude, diligence, and effort of the applicant, the licensing authority will normally charge a non-refundable separate fee at the standard rate for each test taken. Fees must be paid prior to the test being taken.

#### **5.105. Limitations and relevance of knowledge test**

5.106. So as to allow applicants to reflect upon the test questions and / or prepare more thoroughly, the licensing authority will normally allow, where eligible, applicants that fail any part of the Knowledge test to re-sit. Those who fail part three of the test and pass part one and part two will only be required to re-sit part three.

5.107. As driver duties may also involve the handling and exchange of money and the giving of change, the licensing authority will similarly require all first time applicants to demonstrate a reasonable unassisted ability in numeracy. A numeracy skills assessment is built into the knowledge test.

#### **5.108. Driver photographs**

5.109. Section 54(1) of the LGPMA 1976 PART II, requires the licensing authority to issue a driver's badge (where appropriate) that clearly shows, the applicant's appearance at the time of application.

5.110. For this purpose, the licensing authority will normally require applicants (both on initial grant and each renewal) to –

5.111. Submit, at their own expense, 2 recent passport quality (45mm by 35mm) colour photographs of themselves on photographic paper.

5.112. So that the applicant's features are clearly distinguishable, a suitable photograph will be taken to mean a photograph taken against a suitable plain and light coloured background and shows the applicant full faced i.e. uncovered (without sunglasses, headgear, veil or similar unless worn for a religious or medical reason).

#### **5.113. Safeguarding training in relation to Child Sexual Exploitation (CSE).**

5.114. As a council we must ensure that we take all necessary steps to safeguard against CSE. It is essential that all drivers and operators have a good understanding of CSE, their responsibilities to the public and where to report their concerns.

5.115. Although many drivers and operators have some knowledge of CSE from media sources, however this is not a substitute for proper formal training delivered by a professional body. It is RBC's view that CSE training should be made compulsory for all Runnymede licensed drivers and operators.

5.116. When training arrangements are confirmed an information report will put before the Regulatory Committee detailing the content and schedule for introduction. The following requirement is then to become effective:-

- all new applicants for private hire and hackney carriage licences will be required to attend a CSE awareness training session which has been organized by this Council prior to their licence being granted.

#### **5.117. LICENSING CONDITIONS OF DRIVERS LICENCES**

##### **5.118. Private hire vehicle drivers**

5.119. Section 51(2) of the LGMPA 1976 part II allows the licensing authority to attach such conditions to a private hire vehicle driver's licence as may be considered reasonably necessary.

5.120. The conditions that the licensing authority generally considers reasonably necessary and will normally be applied in respect of private hire vehicle drivers are detailed in **Appendix F**.

5.121. In addition to the aforementioned conditions drivers must also comply with the statutory requirements the LGPMA 1976 part II. For clarity these are also shown in **Appendix F**.

##### **5.122. Hackney carriage drivers**

5.123. The licensing authority formally regulates standards in relation to Hackney drivers through the adoption of local bylaws. There are local taxi-related bylaws in place at the present time, the licensing authority will keep them matter under review and may, in the future, seek to implement other suitable bylaws where problems arise.

5.124. These Bylaws were made under section 68 of the Town Police Clauses Act 1847 and section 171(4) of the Public Health Act 1875 by the Borough Council of Runnymede with respect to hackney carriages in the District of the Borough of Runnymede. Throughout these bylaws "the Council" means the Borough Council of Runnymede and "the District" means the District of the Borough of Runnymede.

5.125. The Bylaws in relation to hackney carriage drivers are set out in **Appendix G**.



5.126. In addition to the aforementioned bylaws drivers must also comply with the statutory requirements set out in the Town Police Clauses Act 1847 and the LGPMA 1976 part II.

5.127. A summary of the principal requirements contained in the above legislation together with details of the licensing conditions and bylaws are set out in **Appendix G**, and unless specified otherwise the requirements of the Acts apply only to the "controlled district" which in this case is the Borough of Runnymede.

#### **5.128. Accessibility Issues**

5.129. To ensure the provision of an efficient public transportation service to all, the licensing authority expects and will normally require, on condition, subject to any medical exemption, licensed drivers to provide reasonable assistance to all passengers where appropriate. For these purposes, this may include –

- (a) the carriage and handling of luggage (including shopping etc.);
- (b) the assistance of individuals entering and/or alighting from the vehicle (whether or not the individual uses a wheelchair); and/or
- (c) the carriage of assistance dogs with the passenger (at no extra charge)

5.130. However, the licensing authority recognises that there may be some circumstances where the provision of such assistance may give rise to risks to the health and safety of drivers, passengers and others. For example, the size and weight of a wheelchair and/or passenger (whether combined or in isolation) may be too heavy for the individual driver to safely handle and/or assist into or out of the vehicle. Where appropriate, the licensing authority may permit a departure from this general policy requirement and allow a refusal of a fare, but only where:-

- (a) all reasonable attempts have been made to provide a service to the customer;
- (b) there is a significant risk to the health and safety of the driver, passengers and/or others;
- (c) reasonable attempts have been made to source an alternative service to the customer;
- (d) the refusal is suitably justified in all other respects.

#### **5.131. Association of drivers**

5.132. The licensing authority shall endeavour to encourage drivers to form an association or other collective body and will hold regular forums to gain feedback and facilitate discussion. The holding of forums will be assessed at regular intervals to ascertain the usefulness of such forms and RBC reserves the right to suspend forums should their effectiveness be questionable.

#### **5.133. Changes of circumstances & detail**

5.134. So as to satisfy itself that individual drivers are covered by all relevant and suitable insurance while working for any operator, the licensing authority will normally require, on condition, each driver to notify it, within 7 days, of the start and/or finish date of their affiliation with the operator concerned.

### **5.135. Changes to medical status/fitness and/or ability to perform licensed driver duties**

5.136. The licensing authority expects and will, on condition, require relevant licence holders to advise it, within 7 days, of any change and/or deterioration to their health or medical status that may affect either –

- (a) their driving capabilities and/or driving entitlements; or
- (b) their ability to perform the duties of a hackney carriage and/or private hire vehicle driver (e.g. to afford reasonable assistance in the carriage and loading of luggage, wheelchair users etc.).

**NB:** Although some medical conditions may not affect an individual's ordinary [domestic] ability or entitlement to drive, these may not meet the extant Group II standards of medical fitness applied by the DVLA. Individuals are therefore encouraged to discuss/report any change in medical circumstances with the licensing officer.

5.137. In recognition that medical (un)fitness can have an impact on driver and public safety, the licensing authority will take a serious view of any licensed driver who fails, without reasonable explanation, to inform it of any significant change to their medical fitness/status; particularly where they continue to drive/operate and derive a monetary benefit from their activities.

5.138. Where appropriate, and in cases of doubt of medical fitness, the licensing authority may require those who experience or are suspected of a change in their medical status to undergo and pay for further medical examination on referral to and/or advice of the RBC's independent medical advisor. Where appropriate, the policies and standards set out between paragraphs 5.63 and 5.76 will apply.

### **5.139. Notification of convictions and driving licence endorsements.**

5.140. The licensing authority expects and will, on condition, require relevant licence holders to advise it, in writing within 7 calendar days of any change to their criminal record and/or status. The licensing authority similarly expects and requires licence holders to notify it, in writing within 7 calendar days of any arrest, formal caution, pending prosecutions, summonses, warnings, fixed penalty notice and/or driving licence endorsements etc. issued by the police or any other authority. The licensing authority similarly expects licence holders to notify it, in writing within 7 calendar days of any court cases (whether civil, criminal or for a motoring offence) listed or pending against them during the term of their licence.

5.141. In recognition that such matters can give rise to public safety and/or driver 'propriety' concerns, the licensing authority will consider suspension or revocation of any relevant licence where the holder fails, without reasonable explanation, to comply with paragraph 5.142.

5.142. For these purposes, the policies and standards set out between 5.25 and 5.55 will apply to all information disclosed, submitted or volunteered by relevant licence holders subject to a change in their background or status.

### **5.143. DRIVERS INVOLVED IN AN ACCIDENT OR OTHER INCIDENT**

5.144. In recognition that incidents and vehicle accidents can occur for a variety of reasons and can result in a variety of injuries, it is the policy of the licensing authority to

ensure, where appropriate, that the drivers involved in an incident are suitably assessed in respect of their fitness, driving standards and/or eligibility. For similar reasons, vehicles involved in an accident are subject to similar review arrangements.

5.145. Where appropriate, the licensing authority will normally assess any driver involved in an incident in accordance with any of the general requirements and policies detailed above. This may include, but not be limited to a requirements of the driver to -

- (a) submit a suitable mandate that allows the licensing authority to obtain an enhance DBS disclosure and/or
- (b) submit a suitable report (of prescribed form) and other such information concerning their medical and physical fitness: and/or
- (c) submit a suitable mandate that allows the licensing authority to obtain their full driving licence records held by the DVLA (c/o a Data Subject Enquiry) and/or
- (d) submit suitable evidence of relevant knowledge and skills.

5.146. Where appropriate, the licensing authority has powers to suspend and/or revoke a driver's licence, or otherwise allow the individual to continue in the capacity of a licensed hackney carriage and/or private hire driver (whether or not pending any specified requirements etc.). In determination of any action to be taken following an incident, the licensing authority will normally have regard to -

- (a) The nature and seriousness of the incident;
- (b) The circumstances giving rise to any incident etc.;
- (c) The continuing fitness and/or eligibility of the driver to drive;
- (d) The nature and extent of any penalty/sentence imposed;
- (e) The nature, degree and/or frequency of any other accidents or incidents in which the driver has been involved;
- (f) The nature and extent of any real, potential and/or perceived harm caused by the incident;
- (g) The nature and extent of any risk/threat that the driver may pose to the public;
- (h) The honesty of the individual/driver (i.e. in declaring any incident and/or its details etc.);
- (i) Any other aggravating or mitigating factors (e.g. under the influence of drink/drugs/medication etc.);

**NB:** The above considerations should not be seen as a comprehensive checklist or, in any way, be regarded as matters to be automatically addressed in all cases. Where appropriate, the licensing authority may require additional information, documents, and/or take account of other matters it reasonably considers necessary to enable it to determine the most appropriate action/outcome.

#### **5.147. Safeguarding training in relation to Child Sexual Exploitation (CSE).**

In accordance with the information contained in paragraphs 5.119 to 5.112

The below conditions and bylaws are to become effective on (date to be notified):-

- a) existing private hire drivers must attend/pass a CSE awareness training session by (date to be notified).
- b) existing hackney carriage drivers are to attend/pass a CSE awareness training session by (date to be notified).

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## PART 6

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### 6. VEHICLE LICENSING

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#### 6.1. GENERAL

6.2. The following policies will normally be applied to standard motorised vehicles (e.g. purpose built black cabs, MPVs, saloon cars etc.).

#### 6.3. Vehicle licensing requirements

6.4. Separate vehicle licences must be held by and, where appropriate, issued to a vehicle proprietor wishing to use a vehicle as a hackney carriage or private hire vehicle. A relevant licence must be held in respect of each vehicle so used.

#### 6.5. GENERAL POLICY APPROACH TO VEHICLES

#### 6.6. Policy exemptions to private hire vehicle licensing

6.7. In recognition of the broad range of potential vehicles and services that the definition of private hire vehicle (PHV) might encompass, it is the view of the licensing authority that not every vehicle with fewer than nine passenger seats which is used to carry passengers for some sort of return must necessarily be licensed as a PHV. Subject to the policies and considerations outlined below, the licensing authority will not normally consider any of the following to fall within the PHV licensing regime.

- (a) Small Public Service Vehicles (PSVs) - i.e. vehicles with fewer than 9 passenger seats which
  - (i) carry passengers at a commercial rate; and
  - (ii) provide a service at separate fares where each passenger pays his or her own fare for a particular journey.

These vehicles will normally fall within the PSV operator licensing regime. However, in cases of doubt, the licensing authority will check and expect the vehicle, driver and operator to be licensed with the relevant traffic commissioners.

- (b) Volunteer schemes - i.e. vehicles with fewer than nine passenger seats which provide a passenger carrying service, and –
  - (i) is neither a PHV nor a small PSV;
  - (ii) where the total of any charges are agreed in advance and do not exceed the running costs (including wear and tear and depreciation) of the vehicle for the journey made.

These vehicles will typically be a form of transport that is provided by volunteers who do not make a profit from the service.

6.8. While the licensing authority will not normally consider genuine volunteers who receive no recompense (or otherwise receive only enough to cover their actual expenses) to fall within the PHV licensing regime, it recognises that the total mileage undertaken by some volunteer drivers may amount to a business of providing transport in such a way as to make a profit. Where appropriate, the licensing authority may therefore take account of the profitability or otherwise of the service on consideration of the rates charged and/or expenses claimed in the context of the mileage and taxation rules set out by HM Revenue and Customs (HMRC).

6.9. **Exemption for Ambulances and medical cars** – i.e. those vehicles used to transport passengers to and from hospitals and other medical facilities on an ad-hoc basis or otherwise operate as part of a formal Patient Transport Service but do not undertake any form of ‘social’ hiring.

#### 6.10. Considerations as to whether a vehicle is a private hire vehicle

- (a) By way of determination as to whether any particular vehicle requires to be licensed as a PHV the licensing authority will normally consider –
- (b) whether the vehicle has fewer than nine passenger seats;
- (c) whether the vehicle is provided for hire with the services of a driver for the purpose of carrying passengers;
- (d) whether the driver or the operator derives a commercial benefit;
- (e) whether the carriage of passengers is an ancillary part, or a main part, of the overall service;
- (f) the characteristic use of any vehicle provided;
- (g) whether the driver is under any explicit or implicit obligation to undertake any other duties or tasks beyond driving or providing services associated with driving (e.g. carrying luggage, assisting passengers with boarding or alighting etc.);
- (h) whether the service requires a specific qualification or level of training on the part of the driver which goes beyond the driving and courtesy skills associated with conventional private hire;
- (i) the manner in which the vehicle is provided;
- (j) whether it covers exclusive hiring's where the vehicle is hired as a whole;
- (k) whether passengers pay individual fares as part of the contractual arrangements; and
- (l) whether the vehicle is/is not being exclusively hired.

**NB:** The above considerations should not be seen as a comprehensive checklist or, in any way, be regarded as matters to be automatically addressed in all cases. Where appropriate, the licensing authority may require additional information, documents, and/or take account of other matters it reasonably considers necessary to enable it to determine whether a vehicle must be licensed as a private hire vehicle.

#### 6.11. The term & duration of vehicle licences

6.12. The licensing authority will normally and, where appropriate, grant a Hackney Carriage or Private Hire vehicle licence for a period of 12 months. However, the licensing authority may, using its discretion, grant vehicle licences of shorter duration where it considers this to be reasonable or appropriate in the circumstances.

### **6.13. Out of Area Working**

6.14. When an applicant wishes to licence a vehicle as a hackney carriage the licensing authority will require information, pursuant to section 57 of the LGPMA 1976 part II, as to whether the applicant intends to use the vehicle to stand or ply for hire in RBC's area and also if the applicant intends to use the vehicle entirely or predominantly remotely from RBC's area on a pre-booked basis.

6.15. Whilst each application will be considered on its own merits, the licensing authority will have regard to the geographic location of an applicant's home and business address. If the licensing authority believes that the hackney carriage is to be used entirely or predominantly remotely from RBC's area on a pre-booked basis, then the application for a licence will normally be refused.

### **6.16. ELIGIBILITY CRITERIA**

#### **6.17. General vehicle requirements**

The licensing authority will, where appropriate, seek to ensure that all licensed vehicles (including their fixtures, fittings and equipment) are suitable for use as a hackney carriage or private hire vehicle on demonstration that they are, and continue to be -

- (a) readily identifiable (together with their owner and/or vehicle proprietor),
- (b) suitable in standard, type, design and appearance (and not unsuitably modified at any time);
- (c) in a good, safe, roadworthy condition (regardless of age) (and not subject to any outstanding vehicle safety recall or previous category A or B insurance 'write off');
- (d) suitably maintained;
- (e) suitably insured;
- (f) suitably accessible; and
- (g) sufficient in number as to reasonably serve the interests of the travelling public.

6.18. In addition to any requirements regarding the licensing authority, hackney carriage and private hire vehicles are subject to statutory provisions under LGMPA 1976 part II and the Town Police Clauses Act 1847 (hackney carriage only).

6.19. In the interest of making all drivers and proprietors aware of the statutory provisions and for the avoidance of doubt these are shown in **Appendix F** for private hire vehicles and **Appendix G** for hackney carriages.

## **6.20. Private hire vehicles**

6.21. An application for a vehicle licence will not be considered if the vehicle concerned does not satisfy the definition of a private hire vehicle, as set out in Section 80 of the LGMPA 1976 part II, (i.e. a car constructed or adapted to seat fewer than nine passengers).

6.22. Section 48(1)(a)( i - iv) of the LGPMA 1976 part II states that the Council cannot grant a private hire vehicle licence unless satisfied that the vehicle is suitable in type, size and design for use as a private hire vehicle as follows:

- (a) not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage; .
- (b) in a suitable mechanical condition; .
- (c) safe;
- (d) comfortable, and-
- (e) that there is in force in relation to the use of the vehicle a policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1988.

6.23. The licensing authority has considered the information contained in paragraph 6.20 and in order to satisfy the authority that a vehicle is suitable it must satisfy the licensing authorities requirements as stated in **Appendix F**.

## **6.24. Hackney carriages**

6.25. Section 47(2) of the LGMPA 1976 part II provides the licensing authority may require a hackney carriage to be of such design or appearance or bear such marks as clearly identify it as a hackney carriage.

6.26. An application for a hackney carriage licence will not be considered if the vehicle concerned does not satisfy the definition of a hackney carriage (a car constructed or adapted to seat fewer than nine passengers) and does not meet the Councils requirements as shown at **Appendix G**.

## **6.27. Standards and relevance of requirements**

6.28. The standards and considerations applicable to the requirements in **Appendix F** and **G** are set out below. They should not be seen as a comprehensive checklist or, in any way, be regarded as standards to be automatically applied in all cases. Where appropriate, the licensing authority may require additional information, documents, or other certifications it reasonably considers necessary to enable it to determine whether a licence should be granted and, where appropriate, if conditions should be attached to any such licence. In all cases, the costs of any requirements must be paid by the applicant

## **6.29. Vehicle standard and design**

6.30. To ensure the safety of passengers and provide proper protection from the environment vehicles must be a four door saloon, hatchback or estate/MPV. Convertibles, soft top vehicles and two or three wheel vehicles will not be licensed.

6.31. Vehicles must be of suitable standard and design and in order demonstrate that suitability they must meet or have met European and UK vehicle safety standards at the time of manufacture. Left hand drive vehicles will not be licensed except for limousines, providing they have been inspected by the Driver and Vehicle Standards



Agency and have an approval certificate issued for Single Vehicle approval. Or, from October 2014, a certificate for Individual Vehicle Approval carried out to the normal inspection standard.

### **6.32. Engine size**

6.33. The licensing authority recognises that in future, not all vehicles will be petrol or diesel powered with hybrid and alternative fuel/power sources gaining popularity. Petrol and diesel engines should have a minimum engine size of 1300cc although as the development in engine technology has resulted in increasingly efficient and power output from smaller engines, these may be acceptable with prior approval from the licensing authority.

### **6.34. Seat size**

6.35. To ensure comfort for passengers all seats in the vehicle must have a minimum width of 41cm.

### **6.36. Access from the vehicle**

6.37. Passengers must have clear and unrestricted access from the vehicle. This is particularly relevant for MPV type vehicles where seats are positioned in such a way in the rear of the vehicle that they are not adjacent to a door, so that the seats in front must be slid forwards to allow passengers to exit. As access from these vehicles can be restricted drivers are advised to contact the licensing section before purchasing such vehicle to ascertain whether the vehicle meets this requirement, this may involve an inspection of the vehicle type by a licensing officer to make a proper assessment.

### **6.38. Seatbelts**

6.39. In the interests of passenger safety all seats must have a 3 point seat belt fitted, lap belts are not acceptable.

### **6.40. Mot**

6.41. As a measure of the vehicles roadworthiness a Mot test must be carried out prior to licensing. The Mot test certificate should be obtained **no more than 5 days prior to the licence application date**. Vehicles under 4 years old are required to have a Mot annually on licensing/re-licensing, vehicles over 4 years of age are required to have a Mot every 6 months.

### **6.42. Tyres**

6.43. To satisfy the licensing authority that a vehicle is safe and in roadworthy condition it must be the case that a vehicle's tyres are in good condition. In determining the condition of a tyre a driver or proprietor is expected to ensure they comply with Regulation 27, Part 2 of the Road Vehicles (Construction and Use) Regulations 1986.

6.44. Then licensing authority is aware of the second hand/part worn tyre market and consider that these tyres are not suitable for licensed vehicles. It is impossible to know the history of a part worn tyre which makes it extremely difficult to be sure about its internal condition and safety credentials. A tyre is made up of many components, all of which can be damaged through every day driving. Some contributory factors that may damage the tyre include over or under-inflated tyres or,

hitting a kerb or pot-hole in the road, this type of damage to the tyre can be impossible to determine when carrying out a tyre inspection.

- 6.45. Vehicles must not be fitted with second-hand 'part worn' tyres. All tyres including the spare must have been purchased and fitted to the licensed vehicle as 'new tyres'.

#### **6.46. Tinted windows**

- 6.47. The Road Vehicles (Construction and Use) Regulations 1986 as amended specifies the minimum levels of light that must pass through the windscreen and front side windows. For vehicles first used on or after 1 April 1985, the light transmitted through the windscreen must be 75% and 70% through the front side windows.

- 6.58. The licensing authority recognises that many manufacturers fit tinted windows as standard original fittings as either 'dark tint' or 'light tint'.

- 6.59. There is a distinct difference between standard tinted windows which meet the legal requirements and what is commonly known as 'privacy glass' which is much darker and lets a minimum of light through as well as making it very difficult to see into the vehicle.

- 6.60. To address public safety concerns around the use of 'privacy' glass and to allow as wide a range of vehicles as possible to be used by the trade the following conditions apply to vehicle windows on the rear windscreen / rear side windows:-

- (a) All rear windows must allow at least 70% of light to be transmitted through them.
- (b) No vehicle shall be fitted with any form of additional film to darken or tint the windows on any part of the vehicle.
- (c) Front side windows and the front windscreen must meet the requirements of the Road Vehicles ( Construction and Use ) Regulations 1986.
- (d) Privacy glass shall only be acceptable where fitted to plate exempt vehicles

- 6.60a In order to avoid unnecessary expense being caused to the trade through this policy. It is proposed that any existing licensed vehicles which currently have factory fitted privacy glass be allowed to continue to be licensed on a yearly basis until such time as the vehicle is replaced or changes ownership (by change of ownership this includes the regular use of the vehicle by another driver). This will also allow time for drivers to make other arrangements for those customers who insist on vehicles with privacy glass.

#### **6.61. Fire extinguisher and first aid kit**

- 6.62. Most people will be aware that employers have a duty of care to their employees, but the Health and Safety at Work Act, 1974, goes further. Part 1, Section 3 (2) states "it shall be the duty of every self-employed person to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that he and other persons (not being his employees) who may be affected thereby are not exposed to risks to their health and safety". Operators, drivers and Proprietors are advised that a failure to safeguard passengers could have serious implications for the licence holder, and the licence.

- 6.63. It is the licensing authority view that in order to assist drivers, operators and proprietors in ensuring the safety of passengers that fire extinguishers and first aid kits must be carries in licensed vehicles.

6.64. The provision of fire extinguishers and first aid equipment is standard in many new cars and indeed in many European countries it is a legal requirement. The licensing authority believes that there is a possibility of these items enhancing passenger safety and will require that they be fitted in licensed vehicles. The standards required are:

(a) Portable fire extinguishers save lives and property by putting out small fires or containing them until the fire brigade arrives. They should only be used for fighting a fire in its very early stages.

There is a wide variety of portable fire extinguishers available, based on the type of fire they will be fighting. These differ by the extinguishing agent they expel onto a fire; the main types of extinguisher are foam, CO<sub>2</sub> and dry powder. Fire extinguishers must be of a type with a capacity of not less than 2 lb/ 0.9 kg capacity which is approved to BS EN3 Standards. This is to be positioned in the vehicle cab or boot and be easily accessible. It is to be maintained in a serviceable condition.

b) A new national standard for first aid kits (BS 8599-2) became effective in February 2014, the standard aims to improve safety for all UK motorists by equipping vehicles with the most appropriate first response medical supplies necessary to treat road side injuries with a first aid kit scaled specifically to the size of the vehicle and number of passengers. First aid kits must be compliant with BS8599-2 and be a medium size motorist kit which caters for 1 – 8 passengers. They must be kept in an accessible position and fully stocked.

#### **6.65 Appearance and condition of vehicle**

6.66. In order to satisfy the licensing authority that the vehicle is of suitable appearance, maintained and in good roadworthy condition any vehicle must meet the following standards:-

##### Exterior of the vehicle

- The vehicle must be submitted for inspection in a clean state such that an effective inspection is possible. Should the vehicle be submitted in an unclean state then the application shall be refused
- The exterior of the vehicle should not show signs of rusting
- The paintwork should not be faded or show signs of mismatched repairs or have any scratches, scuffs, cracks or abrasions where the top layer of paint has been removed
- The bodywork should be maintained so as to be in excellent condition and be free of large dents. (a large dent is not defined, this will be determined by the licensing officer)
- To not have wheels and wheel trims that have significant damage which detracts from the overall excellent condition of the vehicle.

##### Interior of vehicle

- The seating and carpet areas of the vehicle shall not show signs of: a) staining b) damp c) fraying or ripping of the material d) seat covers that are loose or badly fitted.

- The seats should provide sufficient support for comfortable travel and should not demonstrate excessive compression of the seating area or wear within the support mechanism. Any mechanism for adjusting the height or angle of the seat must be in working order
  - Interior panels and fittings within the vehicle should not be damaged nor show excessive wear, or staining.
  - The interior of the vehicle should not have damp or noxious smells
- (p) To allow the public to differentiate between Hackney Carriages and Private hire vehicles the licensing authority believes an addition measure is necessary in that any licensed private hire vehicle must not be an Austin FX4 or similar model (traditional London cab), or be of similar appearance.

#### **6.67. Other requirements**

#### **6.68 Identification of private hire vehicles**

6.69 In addition to the specified local authority licence plate or disc identifying the vehicle as a private hire vehicle some clearer identification is considered best practice. This is for two reasons: firstly, to ensure a more positive statement that the vehicle is only for pre booking and cannot be hired immediately through the driver; and secondly because it is reasonable, and in the interests of the travelling public, for an operator to be able to state on the vehicle the contact details for hiring. This identifies the vehicle as private hire and helps to avoid confusion with a taxi; it also gives useful information to the public wishing to make a booking.

6.70 The requirement is that the wording “Private hire vehicle Pre-Booked Only” is printed in black, against a white background, with a black boundary on an adhesive sign which will be displayed on both front doors of private hire vehicles apart from those which are plate exempt. This will ensure that, regardless of the colour of vehicle to which the signs are attached, the signs should remain clearly legible. In addition the operators name phone number and internet address can be displayed below this sign providing such lettering is no larger than the lettering on the adhesive sign.

6.71 The size of the adhesive sign and the size of the lettering shall be as specified by the licensing authority.

#### **6.72. The number of hackney carriage vehicles**

6.73. The licensing authority notes that no powers exist to restrict the number of private hire vehicles but that quantity restrictions on the number of hackney carriages are permitted under Section 16(b) of the Transport Act 1985. This provides that ‘a hackney carriage licence may be refused, for the purpose of limiting the number of licensed hackney carriages if, but only if, the licensing authority is satisfied that there is no significant demand for the services of hackney carriages (within the area to which a licence would apply) which is unmet’.

6.74. As any decision to refuse a licence on the basis of unmet demand would be open to legal challenge, the licensing authority will seek to justify any quantity restrictions by means of a demand survey (i.e. an evidence base of relevant indicators and levels of demand) and consultation with relevant stakeholders.

- 6.75. Where appropriate, the licensing authority will normally consider whether there is significant unmet demand in terms of –
- (a) the interests of the travelling public and those who use taxi services;
  - (b) the (dis)advantages that arise for them as a result of quantity controls; and
  - (c) the (dis)advantages that would result for them if there were no quantity controls etc.

At the present time, no demand survey has been carried out and the licensing authority cannot be satisfied that there is no significant unmet demand for the services of hackney carriages in its area. Therefore, in accordance with the best practice guidelines of the DfT, the licensing authority does not currently impose any quantity restrictions on hackney carriage vehicles. The licensing authority may review this stance on quantity restrictions when it sees fit to do so.

#### **6.76. Accessibility of vehicles**

6.77. The licensing authority acknowledges the accessibility requirements of hackney carriage and private hire vehicles under the Equality Act 2010.

6.78. As private hire vehicles can only be booked through an operator (i.e. not immediately available for hire), it is the view of the licensing authority that the immediate need for wheelchair accessible vehicles is less essential. For this reason, while private hire operators are encouraged to offer accessible vehicles within their fleet, the licensing authority will not normally require, as a matter of course, private hire vehicles to provide such access.

#### **6.79. Vehicle age**

6.80. For clarity, the age of a vehicle shall refer to either the date of first registration with the DVLA (i.e. as shown on the vehicle registration document V5) or, in the case of a vehicle first used outside of the UK, when first used on any other road of any description.

#### **6.81. Age of hackney carriage and private hire vehicles**

6.82. The licensing authority has taken the view that vehicle age limits are not justifiable and can produce an environment where competing proprietors and operators from other boroughs can gain an advantage.

6.83. Providing vehicles meet the requirements of the licensing authority they can be considered for licensing.

#### **6.84. Environmental vehicle standards**

#### **6.85. General environmental policy approach**

6.86. In recognition of the RBC's wider role, the licensing authority will normally seek to promote and encourage vehicle proprietors to invest in vehicles and related technologies that offer the best environmental standards in terms of emissions, the use of cleaner fuels, fuel and engine efficiency (i.e. performance) and end-of life recycling etc.

6.87. RBC will monitor the developments of less polluting internal combustion engines and their effect on the local environment and in keeping with the RBC's Air Quality Action Plan, will in due course, consider a requirement for all hackney carriages and private hire vehicles to meet certain emission control standards, i.e. Euro 5, Euro 6.

#### **6.88. Alternative fuels**

6.89. In recognition of their comparatively clean emissions, any vehicle that runs or has been suitably adapted to run on Liquid Petroleum Gas (LPG), Compressed Natural Gas (CNG), Hydrogen, electric power or Bio methane will be considered providing it is of original manufacture.

#### **6.90. Modifications to enhance environmental standards of vehicles**

6.91. In recognition of the RBC's wider role, the licensing authority will, subject to all other requirements being met and, subject to conditions, where these may be appropriate, normally look sympathetically on the conversion to, installation and use of green/alternative fuels and other enviro-friendly features.

6.92. However, In recognition that fuel conversions can be dangerous if not done correctly, the licensing authority will normally accept vehicles that have been converted to use alternative fuels only where, in addition to all other requirements having been met, the vehicle is –

- (a) listed on the UKLPG vehicle register; and
- (b) supported by an inspection and test certificate by a UKLPG Approved Auto gas Installer dated within the last 12 months or
- (c) subject to a satisfactory Voluntary Individual Vehicle Assessment (DVSA individual vehicle type approval) (or suitable equivalent), that certifies the safety of the vehicle as a whole and the modifications made.

#### **6.93. Permitted vehicle modifications**

6.94. The licensing authority recognises that some modifications to vehicles can enhance performance, efficiency and the service offered to customers, as well as provide for enhanced safety and/or revenues for vehicle proprietors and/or drivers. Accordingly, subject to all other requirements being met, the licensing authority will normally permit the following (or similar) modifications to vehicles.

- (a) Removal or installation of mobile communications equipment e.g. radios;
- (b) Removal or installation of mobile computer consoles (or similar) for communication and allocation of jobs with an operator;
- (c) Removal or installation of additional seats (and seat belt mechanisms);
- (d) Conversion of interim steps to running boards (and vice-versa);
- (e) Conversion to or installation of enviro-friendly/green features;
- (f) Change to and installation of a suitable taximeter;
- (g) Removal or installation of credit/debit card payment systems;
- (h) Change of vehicle colour/paintwork;

- (i) Installation of personal safety features;
  - (j) Reasonable adjustments or adaptations for disabled drivers (where appropriate).
- 6.95. Subject to all other requirements being met and, subject to conditions, where these may be appropriate, ancillary modifications, may be undertaken by and using the products of a third party (e.g. installation of credit/debit card payment systems). However, where appropriate, the licensing authority may require ancillary modifications to be certified by a competent person as being legally compliant and/or safe.
- 6.96. However, to ensure that vehicles continue to conform to a recognised safety standard, any modifications to any vehicle or its component parts, that may reasonably be considered integral to the vehicle, may affect vehicle integrity or otherwise affect any vehicle safety feature (e.g. seat belts), must normally –
- (a) be undertaken using parts of the same (or equivalent) specification of the original manufacturer, converter or approved agents; and/or
  - (b) be compatible with the original vehicle type approval; and/or
  - (c) be subject to a satisfactory Voluntary Individual Vehicle Assessment (DVSA individual vehicle type approval) (or suitable equivalent), that certifies the safety of the vehicle as a whole and the modifications made.
- 6.97. Modifications to enhance personal safety in vehicles**
- 6.98. As it considers it best left to the judgement of individual vehicle drivers/proprietors, the licensing authority will generally not require specific security measures (e.g. CCTV systems) to be installed within licensed vehicles.
- 6.99. In recognition of their lone worker status, together with the risks to which they can be exposed in providing a public service, the licensing authority will, subject to all other requirements being met, generally look sympathetically on the installation and use of in-vehicle security measures that provide some personal protection for vehicle drivers. It will therefore, subject to conditions, where these may be appropriate, normally allow one or more of the following (or similar) modifications to vehicles -
- (a) Installation and use of a suitable bulkhead (where not otherwise required);
  - (b) Installation and use of a suitable CCTV camera system;
  - (c) Systems that provide for a secure driver cell;
  - (d) Installation and use of a GPS tracking system;
  - (e) Installation of a panic alarm system (or similar).
- 6.100. Relevant considerations in respect of vehicle modifications**
- 6.101. While the licensing authority will normally look sympathetically on vehicles that offer enhanced environmental standards, in-vehicle security or provide for additional income etc., the licensing authority will not normally authorise any proposed feature or modification that detracts from or otherwise affects the ability of the vehicle to comply with its vehicle specification, licence conditions and/or licensing objectives.

For example, modifications that may affect the ability to carry luggage, ramps and other equipment (e.g. installation of alternative fuel storage tanks) and/or may affect safety (e.g. installation of CCTV cameras that become a headroom hazard etc.). For these reasons, vehicle proprietors seeking to modify their vehicles in any way are encouraged to discuss their proposals with the licensing officer first. Vehicle modifications undertaken without prior approval are made at the vehicle proprietor's own risk and, where appropriate, and be removed if not suitable.

#### **6.102. Notification of vehicle modifications to insurers and others**

6.103. The licensing authority notes that some vehicle modifications are subject to declaration and/or may affect the validity and extent of vehicle insurance. The licensing authority asserts that it remains the responsibility of the vehicle proprietor to make all relevant declarations and/or notify all relevant parties of any changes as may be appropriate. For these reasons, the licensing authority will, where appropriate, expect suitable verification with / from any relevant party concerned (e.g. vehicle insurance company).

#### **6.104. Vehicle recall status certification**

6.105. The licensing authority notes that vehicles, their components and parts may from time to time be recalled for safety-related defects and subsequent remedial works. The licensing authority also notes that recalls are co-ordinated by DVSA in accordance with its code of practice on vehicle safety defects. For reasons of public safety, the licensing authority will, where appropriate, require applicant proprietors to submit suitable documentation showing satisfactory completion of all necessary remedial actions and work relevant to any such recall and the vehicle concerned.

6.106. In view of the above policy matters, the licensing authority may, where appropriate, check the status of any vehicle with the DVLA.

#### **6.107. The relevance of vehicle recall status**

6.108. By way of ensuring driver and public safety, the licensing authority will not normally permit the use of any vehicle as a hackney carriage or private hire vehicle that is the subject of a safety-related recall which has not been subject to all relevant actions or works necessary to remedy the recall defect.

#### **6.109. Insurance write-offs**

6.110. For reasons of public safety, the licensing authority will not normally accept any vehicle that has been subject to such damage as to be categorised as a category A or B 'write off' by a relevant insurance company under the extant Code of Practice for the Disposal of Motor Vehicle Salvage. As damage at this level cannot always be detected or fully repaired, this policy will apply regardless of whether or not the vehicle has since been repaired to an MOT pass standard.

6.111. Subject to the following and all other criteria being met, the licensing authority may, where appropriate, accept vehicles categorised under the extant Code of Practice for the Disposal of Motor Vehicle Salvage as category C insurance write off (i.e. where repairable but not economically viable) or category D damaged vehicles. However, before a licence is granted, or where appropriate, re-instated, the licensing authority will normally exercise the policies and require relevant documentation in respect of accident damaged vehicles. These policies and arrangements should be construed accordingly.



### **6.112. Vehicle identification**

6.113. By way of ensuring that vehicles and major parts conform to a recognised standard, the licensing authority will normally, subject to all other requirements being met, grant a hackney carriage or private hire vehicle licence only to those vehicles that have clear and consistent engine and vehicle identification number (VIN) markings on all relevant parts and documents.

6.114. As it will otherwise be unable to satisfy itself of a vehicles identification and standards, the licensing authority will not normally grant a hackney carriage or private hire vehicle licence in respect of any vehicle where VIN markings or engine numbers are –

- (a) missing; illegible, damaged, defaced or tampered with in any way; or
- (b) otherwise inconsistent on the vehicle or related documents (e.g. MOT / V5).

### **6.115. Vehicle history**

6.116. The licensing authority may require a vehicle data and/or history check from a licensed provider at any time. A third party fee may be payable for this service.

### **6.117. Vehicle testing**

6.118. By way of satisfying itself of the safety, roadworthiness and suitability of vehicles, the licensing authority will normally require each vehicle to be subject to the following on application for both grant or renewal of a hackney carriage or private hire vehicle licence; namely -

- (a) a valid MOT pass certificate
- (b) an inspection by a RBC licensing officer

### **6.119. MOT testing**

6.120. To ensure that any hackney carriage or private hire vehicle is roadworthy, the licensing authority will normally require both on initial grant, renewal and/or expiry of a (pre)existing MOT, the submission of a valid MOT pass certificate specific to the vehicle concerned.

6.121. To ensure relevance this must be no more than 5 days old on submission of any vehicle licence application.

6.122. In recognition of the high use and high mileage to which hackney carriage and private hire vehicles are generally subjected, a valid MOT will normally be required –

- (a) regardless of the age of the vehicle; and/or
- (b) whether or not it would ordinarily be considered to be exempt (i.e. the vehicle is under three years old);

6.123. As corrosion can develop and parts can seize or malfunction during storage while awaiting sale, this policy shall also include and apply to brand new vehicles.

6.124. By way of promoting free-market competition, MOT tests may be undertaken at any MOT testing station authorised by DVSA.

#### 6.125. **MOT advisories**

6.126. By the very nature of their work hackney carriages and private hire vehicles are subjected to frequent use and high mileage. They will reach the stage where a Mot advisory becomes a danger to the public in a shorter period of time than they would on a vehicle in normal use, perhaps catching drivers unawares and endangering the public.

6.127. Vehicles will be refused a licence for any advisory on a Mot which advises on the following areas unless evidence is produced to show that the advisory point has been repaired or replaced (this would typically involve the showing of a receipt for the work done):

- (a) Any part of the steering mechanism
- (b) Any part of the braking system
- (c) Tyres
- (d) Any part of the suspension system

6.128. Those vehicles which have advisories following a 6 monthly Mot (i.e. between licensing) will be expected to have the advisories remedied normally no longer than 15 working days from the date of the Mot and produce evidence of repair to the licensing authority. Failure to have the repairs carried out and / or produce evidence of such would lead to consideration of suspension of the vehicle licence.

#### 6.129. **Frequency of MOT testing**

6.130. By the very nature of the work vehicles can be subjected to very high mileages within relatively short periods of time. In order to ensure vehicles are in a roadworthy condition the MOT test will be carried out at 12 month intervals up to the 4th anniversary of the vehicles date of first registration and thereafter every 6 months.

6.131. However, as mechanical and electrical faults and other issues affecting roadworthiness may occur at any time during the term of a licence (where granted), the licensing authority may require additional inspection, test and MOT checks to be undertaken at any time it is considered necessary in the circumstances.

#### 6.132. **Council test & inspection**

6.133. To ensure that any hackney carriage or private hire vehicle is suitable for public use, the licensing authority will require both on initial grant and on renewal, the vehicle and, where appropriate, all relevant effects and equipment (e.g. ramps, anchorages etc.), to be presented for test and/or inspection by licensing officers.

#### 6.134. **The relevance of vehicle testing requirements**

6.135. It is the policy of the licensing authority that no vehicle may be used as a hackney carriage or private hire vehicle unless it has been certified and maintained in a safe and roadworthy condition (e.g. courtesy of suitable and valid MOT certificate) or otherwise passed as fit for public use.

6.136. In recognition that poor vehicle maintenance can have an impact on driver and public safety, the licensing authority will take a serious view of any proprietor who fails to maintain a hackney carriage or private hire vehicle to a satisfactory standard.

#### 6.137. **Vehicle testing and the term and duration of licences**

6.138. For reasons of ensuring public safety, the licensing authority considers that a greater frequency of monitoring and testing (subject to statutory limits) may be appropriate for some vehicles in some circumstances. Where appropriate, the licensing authority will require additional testing and/or restrict the term and duration of a vehicle licence where there are one or more demonstrable indications of high use (e.g. high mileage, 24/7 use etc.), poor maintenance, specialist requirements or other concerns connected with the use of the hackney carriage and/or private hire vehicle.

6.139. **Bill of sale**

6.140. To assist vehicle identification and proof of interest and/or ownership and, in recognition of the time it can take for a DVLA vehicle registration document (V5) to be updated following transfer, suitable proof of sale will, where appropriate, be required for any first-time vehicle licence application.

6.141. Suitable proof of sale will be taken to mean written correspondence signed and dated by the transferor and transferee (including name and address) declaring the sale/transfer of the vehicle (make, model and vehicle index) to the named transferee. For this purpose, a copy of the DVLA vehicle registration document (V5), letter, hire purchase agreement or similar completed with the new vehicle keeper details will normally be acceptable.

6.142. **Taximeter certification**

6.143. By way of ensuring public protection, the licensing authority may require both on grant or renewal, suitable documentation that certifies any taximeter to be used in the vehicle is –

- (a) sealed (or otherwise incapable of tampering);
- (b) calendarised; and
- (c) programmed in accordance with the current scheme of fares in force for the time being.

6.144. Where appropriate and by way of ensuring public protection, calendarisation, programming and certification of taximeters must be undertaken by an independent competent person.

6.145. **CONDITIONS FOR VEHICLE LICENSING**

6.146. **Hackney carriage bylaws**

6.147. Bylaws made under section 68 of the Town Police Clauses Act 1847 and section 171(4) of the Public Health Act 1875 by the Borough Council of Runnymede with respect to hackney carriages in the District of the Borough of Runnymede.

6.148. These Bylaws are contained within **Appendix G**.

6.149. **Hackney carriage conditions**

6.150. Section 47(1) of the LGMPA 1976 part II allows the licensing authority to attach such conditions to a hackney carriage licence as may be considered reasonably necessary. The conditions that the licensing authority generally considers reasonably necessary for hackney carriages are detailed in **Appendix G**.

#### 6.151. **Private hire vehicle conditions**

6.152. Section 48(2) of the LGMPA 1976 part II allows the licensing authority to attach such conditions to a private hire vehicle licence as may be considered reasonably necessary. The conditions that the licensing authority generally considers reasonably necessary for private vehicles are detailed in **Appendix F**

6.153. The conditions referred to above are not a comprehensive list of conditions or, in any way, to be regarded as standards to be automatically applied in all cases. Where appropriate, the licensing authority may remove, modify and/or attach additional and/or alternative conditions appropriate to the individual circumstances of the case. Where appropriate, any condition(s) will comply with our policy on conditions.

6.154. Failure to comply with vehicle licence conditions and associated requirements will not necessarily result in enforcement action, but may, where appropriate, be used as an indicator of vehicle safety, condition or status. However, where appropriate, breach of conditions and other requirements may result in advice, warnings, suspension, revocation and/or refusal to renew a licence.

#### 6.155 **Standards and relevance of conditions**

6.155. The standards and considerations applicable to the conditions in **Appendix F** and **G** are set out below; these should not be seen as a comprehensive checklist or, in any way, be regarded as standards to be automatically applied in all cases.

#### 6.156. **Condition of the Vehicle**

6.157. To maintain standards throughout the period of licensing all vehicles will be expected to be watertight, mechanically sound, efficient, safe, clean, tidy and that all relevant statutory requirements are fully complied with including in particular those contained in the Motor Vehicles (Construction and Use) Regulations.

6.158. Vehicles will be expected at all times to maintain the standards required by Runnymede when the vehicle was licensed as stated in **Appendix F & G** to this policy.

#### 6.159. **Vehicle plates**

6.160. To ensure that members of the public can easily identify a licensed vehicle, together with the number of passengers that it can carry, the licensing authority will normally require, on condition, both hackney carriage and private hire vehicles to display a licence plate both –

- (a) exterior, at the rear of the vehicle; and
- (b) interior, in the form of a window disc on display in the top nearside front windscreen.

6.161. The proprietor shall at all times cause the licence plate and interior window disc, issued by the licensing authority, to be displayed on the vehicle in such position that the vehicle's registration number is not obscured and with the details of the licence plate clearly visible.

6.162. The proprietor or driver shall not wilfully or negligently cause or suffer the licence plate or interior window disc attached to the vehicle, in pursuance of this condition, to

be concealed from public view nor shall the proprietor allow the licence plate to be so defaced that any figure or material particular is illegible.

6.163. The licence plate shall remain the property of RBC and where a licence lapses or is suspended or revoked, shall be returned immediately to the RBC.

6.164. For clarity and ease of recognition, all licence plates will be none removable self-adhesive type of the specified size, colour and design outlined in **Appendix H**.

**NB:** The licensing authority will normally allow some limited exemptions to these general requirements in accordance with the reasons and policies set out below.

6.165. **Dual Plating**

6.166. Dual plating is not permitted on any Runnymede licensed vehicles. Any vehicle licensed by Runnymede will not be permitted to become licensed with any other district / borough / Public Carriage Office.

6.167. No vehicle will be granted a licence if it is licensed in another district / borough / Public Carriage Office.

6.168. Private hire and Hackney Carriage vehicles in Runnymede are identifiable by their differently coloured plates and even though a Hackney vehicle has a roof light it is believed that having more than one plate on a vehicle could lead to confusion amongst the public about the types of licensed vehicles in Runnymede.

6.169. Additionally, RBC is aware of the problems of meeting the variance in conditions applied in different districts and the enforcement of those conditions in cases of non-compliance (i.e. signs, meters, suspensions or revocation).

6.170. **Advertising on licensed vehicles**

6.171. **Hackney Carriages** – advertising will be permitted on hackney carriages subject to the following criteria and restrictions.

6.172. For reasons of driver and public safety, the licensing authority will not permit any advertising material, corporate branding or any other medium that –

- (a) does not conform with the rules of the British Code of Advertising Practice;
- (b) relates to the promotion of alcoholic drinks;
- (c) interferes with any equipment normally fitted to the vehicle (including the vehicle electrics and wiring etc.);
- (d) interfere with any vehicle design features such as methods of fixing, brake cooling vents, tyre inflation valve or with any wheel balancing dynamics or steering operation;
- (e) obscures any vehicle lights, 'For Hire' sign or indicator lamps (e.g. indicators, brake lights etc.);
- (f) creates any safety hazard (e.g. non protected screens, headroom hazards etc.);
- (g) uses or emits audio;

(h) is displayed on wheels or bumpers of the hackney carriage

6.173. Further to the above, and by way of -

- (a) preventing any reduction to driver visibility (and therefore any impact on driver and public safety); and
- (b) ensuring maximum visibility into and throughout the vehicle (for the benefit of driver and public safety);

6.174. The licensing authority will not normally permit any advertising, corporate branding or any other material, other than that which is required by law or on condition of licence, to be displayed on, or otherwise obscure any windscreen, window, mirror or bulkhead.

6.175. In recognition that the nature, design and content of some advertising can affect the visibility and clear distinction of other relevant signage, the licensing authority will not normally permit any advertising (including corporate branding) that obscures or confuses the visibility, legibility, clarity or distinction of –

- (a) the vehicle licence plate; (No advertising is to be within 30cm of the plate).
- (b) the vehicle registration number,

6.176. Given the above and the discretion afforded in vehicle advertising, the licensing authority reserves the right to require any advertisement it deems unsuitable to be removed where appropriate.

#### 6.177. **Private Hire Vehicles**

6.178. With the exception of the requirement for 'pre booked' only signage, no signs, marks, notices or advertisements whatsoever shall be displayed on or from a private hire vehicle whether in connection with its use for private hire or otherwise, except for the name address, web contact and telephone number of the proprietor or the name under which they carry on their business. These may not be displayed on the front elevation (radiator grill and area either side of it), the windows and any other glass area, bumpers or wheels. Such lettering shall not be illuminated or include the words "cab", "taxi-cab" or "taxi". No advertising is to be within 30cm of the Private Hire licence plate.

6.179. The licensing authority reserves the right to require any advertisement which contravenes paragraph 6.170 to be removed where appropriate.

#### 6.180. **Roof mounted signs**

6.181. Hackney carriages must carry and display or otherwise be fitted with a roof mounted ' sign which is capable of being illuminated and bears the word 'Taxi', this is to be clearly visible when the vehicle is available for hire both by day and night. So as to avoid claims of illegally plying for hire (e.g. in another area for which the vehicle is not licensed), the design must be such that any illumination can be switched off independently of any other vehicle system when the vehicle is hired or not in use as a taxi.

6.182. So as to avoid any confusion with a hackney carriage, the licensing authority will normally seek to ensure that private hire vehicles do not employ, display or otherwise have affixed –

- (a) any form of roof-mounted sign (whatever its wording);
- (b) any advertising or sign (roof-mounted or otherwise) that use the words 'Taxi', 'Hackney', 'Cab' or 'For Hire'

#### **6.183. Vehicle insurance**

6.184. The Road Traffic Act and associated Regulations require a suitable policy of insurance is in force in relation to the use of most motorised vehicles on the public highway. For this reason and similar requirements made by under Section 48(1)(b) of the LGPMA 1976 Part II, the licensing authority will require a suitable policy of insurance on grant or renewal of any hackney carriage or private hire vehicle licence.

6.185. For this purpose, and by way of ensuring adequate cover for all parties, a 'suitable policy of insurance' will normally be taken to mean –

- (a) a valid and fully comprehensive policy;
- (b) a policy that provides indemnity cover for each driver of the vehicle;
- (c) a policy that provides the cover for business use on hire and reward as a hackney carriage or private hire vehicle as may be appropriate.
- (d) The minimum period of validity for an insurance document is 30 days.

#### **6.186. OTHER VEHICLE LICENSING POLICY MATTERS**

##### **6.187. The numbers to be carried in licensed vehicles**

6.188. In recognition that the number of people to be carried in a hackney carriage or private hire vehicle can impact on public safety and/or determine the licensing regime applicable to the vehicle, the licensing authority will normally limit, on condition, the total number of passengers that may be carried in any such vehicle. Subject to any exemption, this limit will normally be detailed on the vehicle plate (if granted).

6.189. The licensing authority will normally licence only those vehicles capable of carrying up to 8 passengers; this being the statutory maximum before a public service vehicle licence is required. However, the actual number of passengers to be carried in any one vehicle will normally be determined with reference to the following –

- (a) the manufacturers recommendations;
- (b) the number of passenger seats specified on the DVLA vehicle registration document V5;
- (c) the number of available seats and suitably fitted seat belts; and
- (d) the relevant vehicle specification.
- (e) The ease of access from vehicles

##### **6.190. Distinction between hackney carriage & private hire vehicles**

6.191. It is widely recognised that members of the public can often confuse private hire vehicles with hackney carriages without realising that private hire vehicles are not available for immediate hire or otherwise able to be hailed in the street. As this may

affect insurance, the licensing authority considers it particularly important that the public can easily distinguish between each type of vehicle. A similar requirement is required in law under Section 48(1) of the LGPMA 1976 part II.

6.192. For these reasons, while it will accept similar types of vehicle to be licensed as a hackney carriage or private hire vehicle (except for purpose built London style 'black cabs'), the licensing authority will, where appropriate, seek to distinguish between hackney carriage and private hire vehicles by application of the following policies and considerations.

**6.193. Plate/badge numbers policy**

6.194. To provide for the simple yet reliable identification of licensed vehicles, the licensing authority will normally issue a unique number which will correspond with the number of the vehicle licence (where granted) that will be used on all licence documents and plates. Subject to the policies detailed below, the number given will normally be issued on a sequential and first-come, first-served basis. However, numbers may be recycled for use once surrendered by the current user.

**6.195. Sensitive plate/badge numbers**

6.196. In recognition that some plate/badge numbers can be sensitive and/or perceived as offensive (e.g. 911, 666 etc.), the licensing authority will normally seek to avoid issue and, where appropriate, to subsequently withdraw (on renewal or on exchange for an alternative) any vehicle plate/badge numbers that may reasonably be considered sensitive or offensive.

**6.197. Colour of vehicle plates/badges**

6.198. To distinguish one type of vehicle from another, the licence plates / badges of hackney carriage and private hire vehicles will be printed in different colours.

**6.199. Alternative arrangements for certain private hire vehicles**

6.200. It is the view of the licensing authority that some private hire vehicles that provide limited, non-public driving services (e.g. executive chauffeur services, stretched limousines, vintage and other specialist vehicles etc.) which are self-evidently not a hackney carriage can provide a bespoke service to local business.

6.201. The licensing authority believes that such services are usually exclusively booked up front for a defined period or journey (typically going outside the borough) and such that the vehicle is not available for immediate hire. Also, these services usually offer a degree of prestige, anonymity and/or have a legitimate business requirement to be more discretely marked.

6.202. For this reason, and subject to all other licensing requirements being met, it is the policy of the licensing authority to offer private hire vehicles used to provide exclusively limited, non-public driving services an exemption from the requirements to display a vehicle plate at the rear. However, so that any such vehicle can be identified as a licensed vehicle, the licensing authority will require, on condition, that a licence plate of specified size, shape and design (see **Appendix H**) be clearly displayed on nearside front windscreen of the vehicle.

6.203. For clarity and distinction between different categories of vehicles, this alternative arrangement shall not apply to any private hire vehicle that undertakes any general public work.



6.204. The requirements for plate exempt vehicle are set out in **Appendix J**.

**6.205. Livery of licensed vehicles**

6.206. Due to the clear distinction between hackney and private hire vehicles, the licensing authority does not consider a vehicle livery (i.e. a defined colour and/or marking of vehicles) to be necessary at the present time.

6.207. The licensing authority recognises the increasing needs and profile of its residents, visitors and the area generally through the development of the Borough. It will therefore keep this matter under review for future consideration where appropriate.

**6.208. Vehicle transfer arrangements**

6.209. In recognition that vehicle licensing requirements will have previously been met and, by way of assisting existing and prospective vehicle proprietors, the licensing authority will, subject to the following, normally permit the transfer of interest in a licensed vehicle together with the unexpired portion of the vehicle licence to another person who consents to the transfer. For safety and audit trail reasons, such transfers will normally be subject to the following requirements; namely –

6.210. Suitable proof of sale/transfer by the transferor (i.e. the out-going vehicle proprietor) and

6.211. Declaration of consent to the transfer by the transferee (i.e. the new vehicle proprietor); and

6.212. Where appropriate, a suitable policy of insurance of the new vehicle proprietor/driver;

6.213. The licensing authority will normally transfer a hackney carriage or private hire vehicle licence on condition that a copy of the up-to-date V5 is submitted when issued.

NB: It should be noted that these requirements may be waived if the transferee (i.e. the new vehicle proprietor) is already registered on the relevant vehicle licence as a person having a bona fide interest in the vehicle.

**6.214. ACCIDENTS TO & INVOLVING LICENSED VEHICLES**

6.215. Section 50(3) of the LGMPA 1976 part II requires that the vehicle proprietor must, as soon as is reasonably practicable (and within 72 hours), notify the licensing authority of any accident to a hackney carriage or private hire vehicle causing any damage affecting the –

- (a) safety of the vehicle;
- (b) performance of the vehicle;
- (c) appearance of the vehicle;
- (d) comfort or convenience of passengers.

6.216. In recognition that accident damage can have an impact both on driver and public safety, comfort and convenience, the licensing authority will –

- (a) expect all qualifying accidents to or including a licensed vehicle to be reported to it; and

- (b) take a serious view of any proprietor who fails, without reasonable explanation, to inform it of any qualifying accident/damage to their vehicle; particularly where they or an authorised driver continue to drive/operate the vehicle and/or derive a monetary benefit from their activities.

#### **6.217. Actions to be taken where a vehicle is involved in an accident**

6.218. Where appropriate, the licensing authority has powers to suspend and/or revoke a vehicle licence, or otherwise allow the vehicle to continue in use (whether or not pending repair, inspection and/or testing etc.). The licensing authority will normally have regard to -

- (a) the nature and extent of any damage done;
- (b) the salvageable status of the vehicle;
- (c) the security status of the vehicle (i.e. whether accessible to/drivable by the vehicle proprietor or authorised driver);
- (d) the likely impact any damage may have on vehicle safety, performance or appearance;
- (e) the likely impact any damage may have on the comfort or convenience of passengers; and
- (f) the length of time it may take to effect repair.

6.219. Where appropriate to the circumstances, the licensing authority will require the vehicle proprietor of any vehicle involved in an accident to -

- (a) arrange for the vehicle to be repaired using parts of the same (or equivalent) specification of the original manufacturer, converter or approved agents; and
- (b) submit a schedule of works done and parts used by the relevant repairing agents etc. and
- (c) demonstrate that the vehicle is roadworthy on submission of a valid post-accident MOT certificate specific to the vehicle concerned; and/or
- (d) provide a satisfactory Voluntary Individual Vehicle Assessment (DVSA individual vehicle type approval) (or suitable equivalent), that certifies the safety of the vehicle as a whole and the repairs made.

6.220. By way of ensuring that vehicles and major parts conform to a recognised standard, the licensing authority will normally expect any repair made to a vehicle following an accident to be compatible with the vehicle type approval and otherwise comply with the RBC's vehicle specification.

#### **6.221. Assessment of vehicle drivers involved in an accident**

6.222. In recognition that vehicle accidents can occur for a variety of reasons and can result in a variety of injuries, it is the policy of the licensing authority to ensure, where appropriate, that the drivers involved in licensed vehicle accidents are suitably assessed in respect of their fitness, driving standards and/or eligibility.

6.223. For this reason, the licensing authority will normally require vehicle proprietors to submit a suitable account of the circumstances of the accident, together with the name and address of any driver driving the licensed vehicle at the time of the accident concerned. Where appropriate, a copy of any insurance claim (or similar account) will normally suffice for these purposes. For further information in respect of the assessment and determination of fitness of vehicle drivers following an accident please see paragraph 5.145.

#### **6.224. Replacement vehicles for vehicles involved in an accident**

6.225. The licensing authority does not believe it to be reasonable or proportionate to require insurance companies to supply brand new courtesy vehicles. However any replacement vehicle must be supplied through an accident management company authorised by the proprietor's insurance company. However, so long as all other eligibility criteria and requirements are met, the licensing authority will, where appropriate, permit another vehicle to be temporarily licensed for up to 28 days as a short term replacement for any licensed vehicle involved in an accident.

6.226. Temporary replacement vehicles may be licensed for longer than 28 days (on payment of a further fee) but only where there is a suitable business case and documentary evidence showing –

- (a) why the damaged vehicle cannot be repaired within the initial 28 day period;
- (b) why the damaged vehicle cannot be replaced and/or why other vehicles could not be used; and
- (c) when the damaged vehicle will be returned to service;

#### **6.227 Electronic cigarettes and any derivatives**

6.228. Electronic cigarettes are generally battery powered vaporisers which release vapour when liquid is heated. These contain a variety of chemicals whose composition varies across manufacturers.

6.229. The health risks and long term health effects of electronic cigarettes are not fully known.

6.230. Existing legislation has been in place since 2007 which prevents the smoking traditional cigarettes in vehicles used for work.

6.231 For the safety and comfort of the public, the use of electronic cigarettes or derivatives in licensed vehicles is prohibited.

## PART 7

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### 7. OPERATOR LICENSING

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#### 7.1. GENERAL

- 7.2. Any individual, company or similar who, in the course of their business, makes any provision for the invitation and acceptance of bookings for (i.e. to operate) a private hire vehicle must hold a private hire operator's licence.

NB: A private hire operator may only operate a private hire vehicle that has been licensed by the same authority as the operator. Likewise, the private hire vehicle may only be driven by a private hire driver licensed by the same authority. All three licences (operator, vehicle and driver) must be issued by the same authority i.e. RBC). This is known as 'the three licence rule'.

#### 7.3. Booking services

- 7.4. Despite the above, the licensing authority is of the view that those simply acting as the agent of a hirer (e.g. where a hotel books a cab for a guest) will not normally require an operator's licence but that some booking services

(e.g. a service that finds and/or books private hire vehicles with an operator) may require a private hire operator licence. In determination of whether such services require an operator's licence, the licensing authority will therefore normally take into consideration –

- (a) The nature and extent of any advertising of the service;
- (b) Whether in the absence of any advertising, the service would or would not work; and
- (c) The nature and extent to which the service/function serves to make provision for the invitation or acceptance of bookings.

#### 7.5. The term & duration of operator licences

- 7.6. By way of facilitating -

- (a) a reasonable operating period;
- (b) a reasonably frequent period to monitor and review licensed activities; . the licensing authority will, where appropriate, normally grant or renew a private hire operator's licence for 5 years. However, the licensing authority may, using its discretion, grant operator licences of shorter duration where it considers this to be reasonable or appropriate in the circumstances.

#### 7.7. ELIGIBILITY CRITERIA

##### 7.8. Age of Operators

- 7.9. Subject to any other age-related policies and providing they meet the eligibility criteria and application standards without restriction, the licensing authority will normally disregard the age (as an isolated consideration) of any applicant (or director of a business) in determining their suitability to hold a private hire operator's licence.

## **7.10. Nature of Operators**

7.11. Subject to any other company-related policies and providing they meet the eligibility criteria and application standards without restriction, the licensing authority will normally accept applications for a private hire operator's licence from both individuals, partnerships, businesses and similar (i.e. companies). However, if the applicant is a business or similar, the application requirements and criteria will normally be applied to each director (and similar level trustee) of the business.

## **7.12. Fit & Proper Person**

7.13. Section 55 of the LGMPA 1976 part II states that the licensing authority cannot grant a private hire operator's licence unless satisfied that the applicant is a 'fit and proper person' to hold such a licence.

7.14. Although an operator does not drive members of the public (unless also holding a private hire driver's licence), the operator will be in possession of information about peoples movements, whereabouts and property. Operators also deal direct with the public over the telephone or face-to-face at the operator base/office. As a result, the licensing authority believes that the need for operators to be 'fit and proper' and the standards to be applied are just as important as they are for drivers.

7.15. As the term 'fit and proper person' is not defined in law, the licensing authority will, where appropriate, seek to ensure that applicant operators and existing licence holders are both safe and suitable on demonstration that they are, and continue to be

- (a) of suitable background, character and integrity (including being suitably professional, responsible, reliable, sober, honest, trustworthy, civil, decent, courteous and respectable in both manner and appearance);
- (b) of suitable knowledge, experience and skills to perform the duties of a licensed operator;
- (c) suitably entitled and, where appropriate authorised, to live, work and/or perform the duties of a licensed operator in the UK; and
- (d) suitably insured to perform the duties of a licensed operator.

## **7.16. General requirements**

7.17. Section 57 of the LGMPA 1976 part II allows the licensing authority to require such information as may reasonably be considered necessary to determine whether a licence should be granted or whether conditions should be attached.

7.18. For operator licensing purposes, the licensing authority considers the following as reasonably necessary and will, where appropriate, require applicants and existing licence holders to provide the following -

- (a) suitable immigration and asylum status and/or work entitlement documents
- (b) a suitable criminal record disclosure
- (c) suitable statement(s) of good conduct
- (d) a suitable declaration of application / licensed operator history

- (e) Suitable documentation and/or systems for the keeping of booking records
- (f) suitable certification of public liability insurance
- (g) record of attendance at a Child Sexual Exploitation awareness training session prior to their licence being granted.

#### **7.19. Policies, standards and relevance of fitness & propriety requirements**

7.20. While the policies, standards and considerations applicable to each of the above matters are set out below, the above matters should not be seen as a comprehensive checklist or, in any way, be regarded as standards to be automatically applied in all cases.

7.21. Where appropriate, the licensing authority may require additional information, documents, or other certifications it reasonably considers necessary to enable it to determine whether a licence should be granted and, where appropriate, if conditions should be attached to any such licence. In all cases, the costs of any requirements must be paid by the applicant.

7.22. The general policies and requirements that the licensing authority will apply to operator licensing are similar to that for driver licensing. For this reason, the policies, considerations and requirements set out in PART 3 and PART 4 above will, subject to the following, normally apply to operator licensing. For this purpose, any references to hackney carriage and/or private hire driver's will, subject to the following, also be taken to include a reference to private hire operators. Applicants and applications will be interpreted accordingly and, where appropriate, requirements on applicants shall be taken to include all directors/partners etc. where the applicant is a business.

#### **7.23. Criminal record disclosures**

7.24. As recommended best practice by the DfT, it is the policy of the licensing authority that all applicants (and, where appropriate, all directors or partners of any business applicant) must provide a basic criminal records disclosure at the point of each new application and thereafter, every 3 years.

7.25. However, as -

- (a) licensed drivers will ordinarily have undertaken and have provided an enhanced DBS disclosure for the purposes of obtaining a hackney carriage and/or private hire driver's licence, and
- (b) during the term of their driver's licence any infringements that would ordinarily appear on an enhanced DBS disclosure would usually be reported to the licensing authority / Council through the notifiable occupations protocol,
- (c) it is the policy of the licensing authority to exempt any individual operator applicant who themselves hold a current driver's licence with the licensing authority from the requirement to provide another disclosure/mandate.

#### **7.26. The requisite level of DBS disclosures**

7.27. Operators are not exceptions to the Rehabilitation of Offenders Act 1974, therefore standard or enhanced disclosures cannot be required as a condition of grant of an operator's licence. In recognition of the different levels of disclosure offered and of

the limitations of the Rehabilitation of Offenders Act 1974, it is the policy of the licensing authority to require and accept basic level disclosures for operators.

#### **7.28 Safeguarding training in relation to Child Sexual Exploitation (CSE).**

7.29 As a council we must ensure that we take all necessary steps to safeguard against CSE . It is essential that all drivers and operators have a good understanding of CSE , their responsibilities to the public and where to report their concerns.

7.30 Although many drivers and operators have some knowledge of CSE from media sources, however this is not a substitute for proper formal training delivered by a professional body. It is RBC's view that CSE training should be made compulsory for all Runnymede licensed operators.

7.31 When training arrangements are confirmed an information report will put before the Regulatory Committee detailing the content and schedule for introduction. The following requirements are then to become effective:-

All new applicants for private hire operators licences will be required to attend a CSE awareness training session prior to their licence being granted

All existing operators must .have attended a CSE training session and those drivers who have not done so must attend by (date to be notified)

NOTE- this condition is not yet effective, its introduction will be announced in due course.

#### **7.32. Booking Record Capabilities & Entries**

7.33. In view of its record keeping requirements, the licensing authority will normally require on application for grant of an operator's licence, suitable evidence (e.g. a copy) of the format in which booking records will be kept, whether this be in hardcopy format or electronic means.

7.34. Where appropriate, and so as to be able to routinely check for the use of unlicensed drivers, vehicles and other operators (on sub-contracting), the licensing authority may require renewal applicants to similarly submit all prescribed booking records held (subject to the requirements of the data protection act. For similar reasons, the licensing authority may also require existing licensed operators to submit prescribed booking records for any specified period at any time.

#### **7.35. CONDITIONS OF OPERATOR LICENCE**

7.36. Section 56(2) of the LGMPA 1976 part II states that licensed operators must keep a record of such particulars of every booking of a private hire vehicle invited or accepted by the operator as may be prescribed on condition by the Licensing Authority.

7.37. Section 56(3) and (4) of the LGMPA 1976 part II states that the licensing authority will on condition require operators to provide driver and vehicle licence details.

7.38. Section 55(3) of the LGMPA 1976 part II allows the licensing authority to attach such conditions to a private hire operator's licence as may be considered reasonably necessary.

7.39. The conditions that the licensing authority generally considers reasonably necessary for private hire operators are produced in **Appendix K**.

NB: The general conditions referred to in **Appendix K** should not be seen as a comprehensive list of conditions or, in any way, be regarded as standards to be automatically applied in all cases. Where appropriate, the licensing authority may remove, modify and/or attach additional and/or alternative conditions appropriate to the individual circumstances of the case.

#### **7.40. RECORD KEEPING REQUIREMENTS**

7.41. Section 56(2) of the LGMPA 1976 part II states that licensed operators must keep a record of such particulars of every booking of a private hire vehicle invited or accepted by the operator concerned as may be prescribed by the licensing authority. Such particulars must be entered into the booking record system before the commencement of each journey.

7.42. To enable suitable and sufficient police checks to be made if anything should happen to a passenger or driver, to assist with the recovery of lost property and, where appropriate, to allow for suitable enforcement enquiries to be made, the licensing authority will normally require, on condition, licensed operators to keep the following records which collectively are uniquely and consecutively numbered or referenced; namely -

- (a) the name of the hirer (i.e. the person taking the journey);
- (b) the location of their pick-up point;
- (c) the location of their destination;
- (d) the date and time the private hire vehicle is required;
- (e) the date and time that the booking was made;
- (f) the fare quoted for the journey;
- (g) whether the booking is a sub-contract booking from another operator and/or is to be sub-contracted by this operator; and
- (h) the name and address of any operator to which the booking may be sub-contracted.

#### **7.43. Hiring Records**

7.44. In addition, and so as to identify the vehicle that was used and the driver who was driving at the time, the licensing authority will normally, on condition, and on exercise of Section 56(3) of the LGMPA 1976 part II, require licensed operators to keep the following records; namely –

- (a) the name and licence number of the vehicle driver; and
- (b) the number of the vehicle used (this being either the vehicle registration or plate number).

7.45. In exercise of Section 56(3), and so as to ensure compliance in the use of licensed vehicles and drivers, the licensing authority will normally require, on condition, that an operator holds a copy of both the private hire vehicle licence of any vehicle that he is



operating and the private hire driver's licence of any driver who is driving such a vehicle.

#### **7.46. Operators association with drivers**

7.47. So as to satisfy itself that individual drivers are covered by all relevant and suitable insurance while working for an operator, the licensing authority will normally require, on condition, each operator to notify it, within 7 calendar days, of the start and/or finish date of its use and association with any individual driver.

#### **7.48. Use of vehicles**

7.49. So as to satisfy itself that the vehicles intended to be used and/or operated by an operator are suitably licensed, the licensing authority will normally require, on condition, each operator to notify it, within 7 calendar days, of the start and/or finish date of its operational use of any individual vehicle.

#### **7.50. Address from which operator may operate**

7.51. The practical effect of the requirement to hold an operator's licence is that the operator must have premises from which to control and direct one or more private hire vehicles. On grant or renewal of an operator's licence the licensing authority will therefore normally specify the address from which the operator may operate (i.e. the licence is address specific). The operating address is not transferable between premises or different addresses and a new operator's licence will be required where there is any change of operating address.

7.52. Operating from different premises than those specified on an operator's licence is unlawful, could create enforcement difficulties and result in the operation being unlicensed. The licensing authority will therefore normally require that an operator notify it in writing of any change of address during the period of the licence (regardless of whether this is a home or business address) before this takes place. In all such circumstances a new application will be required.

7.53. By way of ensuring that proper regulation and enforcement measures can be taken, the licensing authority will normally require that the operators premises is located within the Borough of Runnymede and that access be granted to any operator premises at any reasonable time for the inspection of records and vehicles etc..

#### **7.54. Multiple operator licences**

7.55. There is no restriction on the number of operator licences that can be held by one person or company etc. However, where more than one of these are within its area, the licensing authority will normally require, on condition, that all booking records be kept separate. Where other operator licences have been granted by different licensing authorities, the licensing authority notes and will require, on condition, that booking records must be kept separate;

#### **7.56 Safeguarding training in relation to Child Sexual Exploitation (CSE).**

7.57. In accordance with the information contained in paragraphs 7.28 to 7.31 The below condition is to become effective on (date to be notified):-

- a) existing private hire operators must attend a CSE awareness training session by (date to be notified).

## **PART 8**

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### **8. SCHEME OF HACKNEY CARRIAGE FARES**

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#### **8.1. GENERAL ARRANGEMENTS**

8.2. Section 65 of the LGMPA 1976 part II (LGMPA76) provides that the licensing authority may set local hackney carriage fares for journeys within its area by means of a table or scheme of fares. There is no power to set private hire vehicle fares.

#### **8.3. Frequency of review**

8.4. To ensure currency, economic viability and incentive to provide taxi services, it is the policy of the licensing authority that the scheme of hackney carriage fares be subject to annual review.

#### **8.5. General methodology of review**

8.6. To allow comparison, increase understanding and transparency of any review, the licensing authority will normally calculate fares based on various indices and measures of inflation relevant to the taxi trade.

8.7. By way of facilitating comparison and to assist it in determination of any proposed review of the scheme of fares, the licensing authority will normally take the following and similar matters into consideration –

- (a) A direct comparison table of extant and proposed changes to the pull off rate and/or running mile per unit distance travelled;
- (b) The fare charts of neighbouring authorities
- (c) Any league table of national/regional taxi fares;
- (d) Inflation as shown on the CPI
- (e) Fuel costs
- (f) Taxi licensing fees

#### **8.8. Nature of review**

8.9. Where appropriate, the licensing authority will normally review, in whole or part, the structure and/or any particular feature of the extant scheme of fares (e.g. unit costs, distances travelled, time periods, chronology, calendarisation and any additional extras etc.).

#### **8.10. Relevant considerations**

In reviewing the scheme of fares, the licensing authority will normally have regard to, but not be bound by the following considerations –

- (a) the needs of the travelling public;
- (b) what may be reasonable to expect people to pay;

- (c) the need to provide sufficient incentive to provide a taxi service when it is needed;
- (d) the available supply of and demand for taxi services;
- (e) any graduation of the above by time of day, day of the week, seasonal variation and/or on special occasions etc.; and
- (f) the practicality of proposed fare scheme arrangements.

**NB:** These considerations should not be seen as a comprehensive checklist or, in any way, be regarded as standards to be automatically applied in all cases.

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## **PART 9**

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### **9. TAXI LICENSING FEES & CHARGES**

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#### **9.1. General philosophy**

9.2. By way of protecting the public funds it administers and ensuring that costs are not incurred by the public purse, the licensing authority will, where it is entitled to do so, seek to (re)cover all the costs incurred in administration and compliance of the various taxi licensing regimes. Therefore, the licensing authority shall seek to ensure, as far as is reasonably practicable, that the various taxi-licensing regimes are self-financing.

#### **9.3. Fees**

9.4. Sections 53 (2) and 70 (1) of the Local Government Miscellaneous Provisions Act 1976 authorises the charging of fees in respect of Hackney Carriage and Private Hire licences for drivers, vehicles and operators.

9.5. By way of covering the costs associated with any licence application, the relevant fees shall be payable on application. Failure to submit the correct fees will render the application and/or any licence issued invalid/void.

9.6. The fees payable on grant will be the standard application fee in accordance with the Council's list of fees and charges that is or would be in force at the time the application was made or, in the case of applications for renewal, at the time any (pre)existing licence is due to expire. Fees payable will also include any third-party charges (e.g. DBS, DVLA disclosure etc.) and any additional fees incurred as a consequence of the application. Third party fees must be paid at the time they are due.

9.7. As fees and charges are subject to regular review and may be subject to change during the financial year, applications (whether for grant or renewal) received after any specified date of increase will require payment of any new charge levied. A current list of fees and charges will be made available at the Council Offices and on the Council's web site.

#### **9.8. Multiple licences**

9.9. The licensing authority recognises that a single driver, operator and/or vehicle proprietor may have or seek to hold more than one licence. For the avoidance of doubt, a different licence (for which separate fees are payable) will be required for each operator premises and/or vehicle concerned. Where appropriate, the policies on reimbursement, dishonoured payments and third party fees and charges shall apply

#### **9.10. Third party fees and charges**

9.11. Where third-party fees and charges are applied and/or paid, all associated costs are to be borne by the applicant (e.g. DBS, statement of good conduct, DVLA mandate, medical etc.).

9.12. Regardless of whether or not it handles any monies or transactions for and/or on behalf of the applicant and/or any third party (e.g. as a registered body), the licensing authority will treat third party fees and charges entirely separately and as a

transaction between the applicant and third party concerned. The licensing authority will not therefore, normally refund any third party costs should any licence application be refused. In all cases, third party fees must, where appropriate, be paid at the time they are due.

**9.13. Reimbursement**

- 9.14. By way of covering the costs associated with any licence application, fees (or any part thereof) will not be reimbursed should any licence be unexploited or otherwise be surrendered at any time.
- 9.15. While the licensing authority aims to prevent the need for reimbursements, any reimbursement of any fees will be subject to policies on third party fees and charges.

**9.16. Dishonoured payments**

- 9.17. Where any means of payment for any fee or charge is dishonoured or otherwise contested in any way, the licensing authority will, where appropriate, treat any application for, and any licence granted in consequence, as being invalid or void.

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10. CONSULTATION

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**10.1 The following individuals, bodies and organisations have been consulted on this Policy document.**

All licensed hackney carriage drivers

All licensed hackney carriage proprietors

All licensed private hire drivers

All licensed private hire operators

All licensed private hire vehicle proprietors

All Runnymede Councillors

RBC Community Safety

RBC Environmental Health

RBC Legal Services

RBC Planning Services

Surrey County Council (SCC) Children's Services

SCC Highways Development Control

Spelthorne Borough Council

Elmbridge Borough Council

Surrey Heath Borough Council

Woking Borough Council

Royal Borough of Windsor and Maidenhead

Trading Standards & Consumer Protection

Surrey Police: Neighbourhood Inspector Runnymede

Surrey Police: Roads Policing Unit

South West Trains

Social Centres at Manor Farm, Egham. Eileen Tozer Centre Addlestone, Woodham and New Haw Centre.

Royal Holloway University of London

Strode's college

St Georges College

Jubilee High School

Salesian school

Fullbrook School

Magna carta School

Tasis American School

Egham Chambers of Commerce

Chertsey Chambers of Commerce

St Peters Hospital

White Lodge Centre

Thorpe park Ltd

Age UK Runnymede and Spelthorne

Runnymede Access Liaison Group

Runnymede and Spelthorne Citizens advice

RBC Residents Association

Egham Residents Association

Thorpe Ward Residents Association

Ottershaw Village Community Association

Residents Association Lane Close & Fair Oaks Court, Addlestone

Residents Association Lasswade Court, Chertsey

Residents Association Garfield Road, Addlestone

Pubwatch North and South Runnymede

### 11. THE BOROUGH OF RUNNYMEDE

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#### OVERVIEW

Runnymede Borough Council is located in north-west Surrey some twenty miles south-west of Central London. Total area is 7804 Hectares, of which 6078 Hectares are Green Belt. The Borough has three principal towns; these are Chertsey, Egham and Addlestone. Chertsey is a historic town with a famous abbey dating from Saxon times. While it retains its historic character, Chertsey is a thriving modern business centre. Egham lies close to the historic Runnymede Meadow, site of the sealing of Magna Carta in 1215. Several modern office and shopping developments have recently been built around its attractive pedestrianised centre. Addlestone is the Borough's youngest centre, having only grown into a town in the 19<sup>th</sup> century. It is now a busy commercial centre and home to Runnymede Borough Council. Addlestone is in the process of redevelopment with a new hotel, a quality shopping centre and cinema planned for completion in 2017.

The Borough also contains a number of smaller villages and suburban centres including Virginia Water, Thorpe, Englefield Green, Egham Hythe, Woodham, New Haw, Ottershaw and Lyne. Its northern and eastern edges are formed by the Rivers Thames and Wey, across which are the towns of Staines and Weybridge. In the North West the Borough contains part of Windsor Great Park, to the west it reaches the edge of Chobham Common and to the south extends almost to Woking. At the time of the 2011 Census there were around 34,206 households in the Borough, accommodating a population of 85,900.

Royal Holloway University of London (RHUL) is situated in the north of the borough and its students make a significant contribution to the local economy. Royal Holloway is one of the UK's leading research-intensive universities, with 19 academic departments spanning the arts and humanities, sciences, social sciences, management and economics. It has over 8,600 students from more than 100 countries and employs around 2,300 staff.

Runnymede has a strong local economic base with many commercial enterprises in the town centres, industrial estates and business parks. Its proximity to Heathrow airport makes Runnymede a highly desirable business location. The local economy, in common with the rest of Surrey, is dominated by the service sector, which employs some 83% of the workforce while manufacturing accounts for just 5%. The Borough is a draw for tourism, with attractions such as the River Thames, the site of Magna Carta and Thorpe Park bringing a great number of visitors to Runnymede every year, who are offered a range of high quality hotel accommodation throughout the Borough.

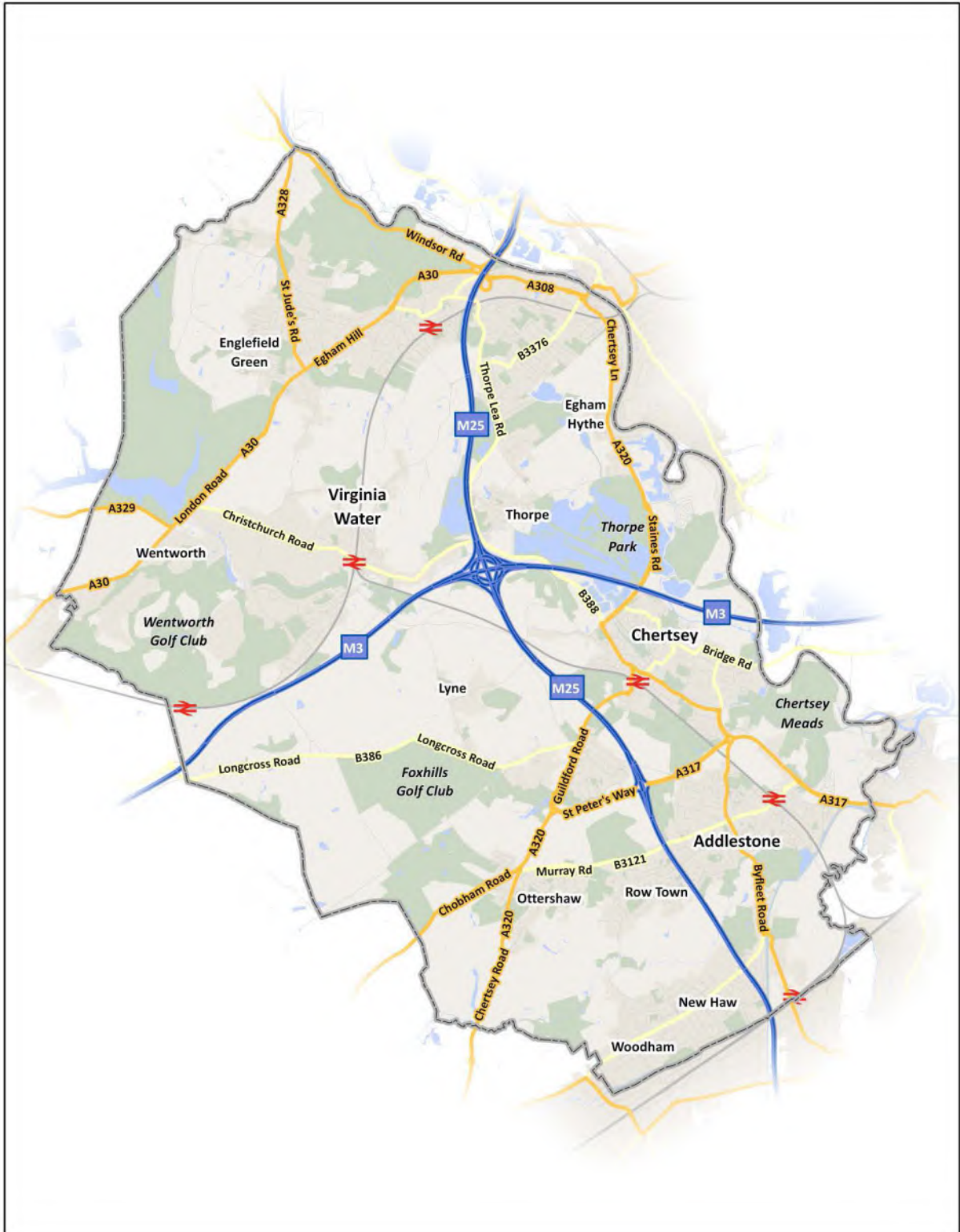
The Borough has excellent access to the motorway network with the M25/M3, the nearby M4 and good road and rail links to London and the West. Heathrow Airport is a short distance from the Borough and is a key reason for many international companies locating HQs in the area.



Further information about RBC can be found on our website

<https://www.runnymede.gov.uk/article/4442/Home>

A Map of Runnymede is shown below.



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**REQUIREMENTS FOR HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS  
LICENCES**

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**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**  
**Section 57(1) & (2)**

**REQUIREMENT TO SUBMIT INFORMATION**

Section 57 of the LGMPA 1976 part II allows the licensing authority to require such information as may reasonably be considered necessary to determine whether a Hackney Carriage or Private Hire driver's licence should be granted or whether conditions should be attached.

For driver licensing purposes, the licensing authority considers the following as reasonably necessary (under S57) and along with the requirement to satisfy a person's fit and proper status (under S51 and S59) the licensing authority will, where appropriate, require applicants and existing licence holders to provide and/or facilitate

1. On initial application the applicant must provide suitable immigration status and/or work entitlement documents along with their birth certificate and passport. On subsequent renewal applications these must be produced on the request of the licensing officer.
2. The applicant must supply an enhanced DBS check,(which was dated no more than three months prior to the application) to the licensing authority on initial application for a Hackney Carriage or Private Hire driver licence and thereafter, every 3 years from the date the initial check was carried out by the DBS. Failure to provide enhanced DBS certificates by the required date shall result in the consideration of refusal of an application or suspension of a Hackney Carriage / Private Hire driver's licence'.
3. The applicant is required to declare any foreign convictions. If the applicant has lived abroad at any time prior to making the application, they are required to facilitate obtaining evidence, for example by that countries equivalent to an enhanced DBS check or from a foreign Embassy if necessary. These must authenticated by the relevant Embassy and no more than 3 calendar months must have passed since the certificate was issued/dated.
4. The applicant must also produce a certificate signed by his/her registered medical practitioner to the effect that the applicant is physically fit to DVLA specified Group 2 standards in order to be the driver of a private hire vehicle. On initial application on application no more than 3 calendar months must have passed since the medical was carried out. Such certificates are required to be produced every 5 years up to the age of 60 years and

thereafter every 12 months. If the applicant has insulin treated diabetes, DVLA Group 2 C1 standards will apply.

5. Persons must have held a full driving licence for two years on application and have reached the age of 21 years. The licensing authority will normally require and accept one of the following licences which shows the applicant is entitled to drive the vehicle(s) they intend to drive (i.e. they possess the correct category entitlement(s); namely -

a UK licence granted under part III of the Road Traffic Act 1988 authorising them to drive a motor car.

a valid ordinary driving licence issued by Northern Ireland, the European Economic Area states and subsequent accession States to the European Union; or

a valid 'exchangeable' ordinary licence as defined in the Road Traffic Act 1988 (or suitable equivalent).

6. The applicant must supply the licensing authority with an access code to allow the licensing authority check the applicants driving record online using the DVLA Shared Driving Licence service or when required, a suitable mandate to allow the licensing authority to obtain historical driving licence records. These will be required on a date 1 year and 2 years respectively from the date of issue and on renewal. Failure to provide such information or mandate shall result in consideration of refusal of an application or suspension of a Hackney Carriage / Private Hire driver's licence.
7. The applicant must be able to demonstrate that they possess a good working knowledge of the district and Regulations for the type of licence for which the application is made.
8. The applicant must produce two recent passport sized photographs taken without sunglasses, headwear or similar. (unless worn for religious or medical reasons).
9. The applicant must meet the requirements of the Licensing Authorities Convictions Policy. (**Appendix D**)
10. All new applicants for private hire or hackney carriage licences will be required to attend a CSE awareness training session prior to their licence being granted

## Appendix D

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### **POLICY RELATING TO THE RELEVANCE OF CONVICTIONS, CAUTIONS AND DRIVING LICENCE ENDORSEMENTS**

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#### **1. Introduction**

- 1.1 The purpose of this policy is to provide guidance on the criteria taken into account by the licensing authority when determining whether or not an applicant or an existing licence holder is a fit and proper person to hold a hackney carriage and/or private hire driver or operator licence.
- 1.2 The overriding aim of the licensing authority is to protect the safety of the public. The licensing authority is concerned to ensure:
- That a person is a fit and proper person
  - That the person does not pose a threat to the public
  - That the public is safeguarded from dishonest person
  - The safeguarding of children and young persons
- 1.3 This policy provides guidance to any person with an interest in taxi and private hire licensing. In particular, but not exclusively:
- Applicants for drivers' licences
  - Existing licensed drivers whose licences are being reviewed
  - Licensing officers
  - Members of the Regulatory Committee (or other relevant decision making body)
  - Magistrates hearing appeals against local authority decisions
- 1.4 Where licensing officers have delegated powers to grant licences, they will utilise these guidelines when making a decision to grant a licence. In appropriate circumstances applications for licences may be referred to the regulatory committee (or other relevant decision-making body). Whilst officers and the committee will have regard to the guidelines contained in the policy, each case will be considered on its individual merits and where the circumstances demand, the Committee/officer may depart from the guidelines.

#### **2. General policy**

- 2.1 There may be occasions where it is appropriate to depart from the guidelines, for example where the offence is a one-off occasion or there are mitigating circumstances or alternatively where there are many or continuous offences which may show a pattern of offending and unfitness.
- 2.2 A person with a conviction need not be automatically barred from obtaining a licence, but would normally be expected to
- (a) remain free of conviction for an appropriate period; as shown in this appendix:

- (b) Show adequate evidence that her or she is a fit and proper person to hold a licence (the onus is on the applicant to produce such evidence). Simply remaining free of conviction may not generally be regarded as adequate evidence that a person is a fit and proper person to hold a licence.
- 2.3 Where an applicant has been convicted of a criminal offence, the licensing authority cannot review the merits of the conviction [Nottingham City Council v. Mohammed Farooq (1998)].
- 3. Appeals**
- 3.1 Any applicant refused a driver's licence on the grounds that the licensing authority is not satisfied they are a fit and proper person to hold such a licence has a right to appeal to the Magistrates' Court within 21 days of the notice of refusal [LGMPA 1976, part II, section 77 (1)].
- 4. Powers**
- 4.1 Section 61 and Section 62 of the LGMPA 1976 part II allow the licensing authority to suspend, revoke or refuse to renew a licence if the applicant/licence holder has been convicted of an offence involving dishonesty, indecency, violence; failure to comply with the provisions of the Town Police Clauses Act 1847; failure to comply with the provisions of Part II of the LGMPA 1976 part II; or any other reasonable cause.
- 4.2 The Rehabilitation of Offenders Act 1974 (Exceptions)(Amendment) Order 2002, allows the licensing authority to take into account all convictions recorded against an applicant or the holder of a private hire vehicle or hackney carriage driver's licence, whether spent or not. Therefore the licensing authority will have regard to all relevant convictions, particularly where there is a long history of offending or a recent pattern of repeat offending.
- 4.3 In this policy the term "disqualification" refers to the period served, in order to take account of the fact that a court may reduce the period of disqualification from driving. An applicant must provide evidence in advance to prove that the court agreed a reduction in the period of disqualification.
- 5. Consideration of disclosed criminal history**
- 5.1 As an organisation using the DBS to assess applicants' suitability for positions of trust, RBC's Environmental Services Department complies fully with the DBS Code of Practice and undertakes to treat all applicants for licences fairly.
- 5.2 We ensure that all those in the Environmental Services Department who are involved in the licensing decision making process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the licensing of ex-offenders.
- 5.3 At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the grant of a licence. Failure to reveal information that is directly relevant to the application could lead to refusal of the application.

- 5.4 Under the provisions of Sections 51, 55, and 59, LGMPA 1976 part II, the licensing authority is required to ensure that an applicant for the grant or renewal of a hackney carriage and/or a private hire vehicle drivers' licence and/or private hire vehicle operator's licence is a 'fit and proper' person to hold such a licence. However, if an applicant has any convictions, warnings, cautions or charges awaiting trial, the licensing authority will look into:
- How relevant the offence(s) are to the licence being applied for
  - How serious the offence(s) were
  - When the offence(s) were committed
  - The date of conviction
  - Circumstances of the individual concerned
  - Sentence imposed by the court
  - The applicant's age at the time of conviction
  - Whether they form part of a pattern of offending
  - Any other character check considered reasonable (e.g. personal references)
  - Any other factors that might be relevant
- 5.5 Existing holders of a drivers licence are required to notify the licensing authority in writing within 7 days of receiving a driving licence endorsement, fixed penalty notice or criminal conviction (including cautions).
- 5.6 Applicants can discuss further what effect a caution/conviction may have on any application by contacting the licensing officer in confidence for advice.
- 5.7 The licensing authority conducts enhanced disclosures from the DBS of any applicant for a driver licence. The licensing authority follows the DBS Code of Practice on the fair use of disclosure information. A copy is available on request or on the DBS website
- 5.8 Applicants applying for the grant or a renewal of a drivers' licence will be required to obtain an enhanced disclosure at their expense. The licensing authority abides by the DBS Policy on the secure storage, handling, use, retention and disposal of disclosure information, which is available on request.
- 5.9 More information about the DBS can be found on their website at <https://www.gov.uk/government/organisations/disclosure-and-barring-service>
- 5.10 The licensing authority is also entitled to use other records and information that may be available to it in determining applications or an entitlement to continue holding a licence. This may include information held by the licensing authority or other licensing authorities, and information disclosed by the police under the Home Office scheme for reporting offences committed by notifiable occupations or any other scheme which supersedes it.
- 5.11 It is an offence for any person knowingly or recklessly to make a false declaration or to omit any material particular in giving information required by the application for a licence. Where an applicant has made a false statement or a false declaration on their application for the grant or renewal of a licence, the licence will normally be refused.

## 6 Serious offences involving violence

- 6.1 Licensed drivers have close regular contact with the public. A firm line is to be taken with those who have convictions for offences involving violence. An application will normally be refused if the applicant has a conviction for an offence that involved the loss of life.
- 6.2 In other cases anyone of a violent disposition will normally be refused to be licensed until at least 3 years free of such conviction. However, given the range of the offences that involve violence, consideration must be given to the nature of the conviction.
- 6.3 Unless there are exceptional circumstances a licence will not normally be granted where the applicant has a conviction for an offence such as:
- Murder
  - Manslaughter
  - Manslaughter or culpable homicide while driving
  - Terrorism offences
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 6.4 A licence will not normally be granted where the applicant has a conviction for an offence of similar offence(s) which replace the offences below and the conviction is less than 10 years prior to the date of application:
- Arson
  - Malicious wounding or grievous bodily harm which is racially aggravated
  - Actual bodily harm which is racially aggravated
  - Grievous bodily harm with intent
  - Robbery
  - Possession of firearm
  - Riot
  - Assault Police
  - Common assault which is racially aggravated
  - Violent disorder
  - Resisting arrest
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 6.5 A licence will not normally be granted where the applicant has a conviction for an offence or similar offence(s) which replace the offences below and the conviction is less than 5 years prior to the date of application:
- Racially-aggravated criminal damage
  - Racially-aggravated offence
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 6.6 A licence will not normally be granted where the applicant has a conviction for an offence or similar offence(s) which replace the offences below and the conviction is less than 3 years prior to the date of application:
- Common assault
  - Assault occasioning actual bodily harm
  - Affray
  - S5 Public Order Act 1986 offence (harassment, alarm or distress)
  - S.4 Public Order Act 1986 offence (fear of provocation of violence)
  - S4A Public Order Act 1986 offence (intentional harassment, alarm or distress)

- Obstruction
- Criminal damage
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

6.7 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for an offence of a violent nature.

6.8 In the event of a licence being granted, a strict warning both verbally and in writing should be administered.

## **7. Possession of a weapon**

7.1 If an applicant has been convicted of possession of a weapon or any other weapon related offence, this will give serious concern as to whether the person is fit to carry the public.

7.2 Depending on the circumstances of the offence, an applicant should be free of conviction for 3 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), before a licence is granted.

## **8. Sex and indecency offences**

8.1 As licensed drivers often carry unaccompanied and vulnerable passengers, applicants with convictions for sexual offences will normally have their application refused (unless there are exceptional circumstances) where the applicant has a conviction for an offence such as:

- Rape
- Assault by penetration
- Offences involving children or vulnerable adults
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- Possession of indecent photographs, child pornography etc.
- Exploitation of prostitution
- Trafficking for sexual exploitation
- Sexual assault
- Indecent assault
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

8.3 Before an application is allowed, an applicant should be free of conviction for at least 7 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), if he/she has a conviction for an offence such as:

- Indecent exposure
- Soliciting (kerb crawling)
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

8.4 In addition to the above the licensing authority will not normally grant a licence to any applicant who is currently on the Sex Offenders Register.

8.5 A licence will not normally be granted if an applicant has more than one conviction for a sex or indecency offence



## **9. Dishonesty**

9.1 A licensed PHV or taxi driver is expected to be a trustworthy person. They deal with cash transactions and valuable property may be left in their vehicles. Taxi drivers are required to deposit such property with police within 48 hours.. The widespread practice of delivering unaccompanied property is indicative of the trust that business people place in licensed drivers. Moreover, it is comparatively easy for a dishonest driver to defraud the public by demanding more than the legal or agreed fare, etc. Overseas visitors can be confused by our currency and may be vulnerable to an unscrupulous driver. For all these reasons, a serious view is taken of any conviction involving dishonesty.

9.2 In general, a minimum period of 3 years free of conviction or at least 3 years from completion of sentence (whichever is longer) should be required before granting a licence. Offences involving dishonesty 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
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

## **10. Drugs**

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

10.2 A licence will not normally be granted where the applicant has a conviction for an offence related to the supply of drugs and has not been free of conviction for 5 years.

10.3 A licence will not normally be granted where the applicant has more than one conviction for offences related to the possession of drugs and has not been free of conviction for 5 years.

10.4 An application from an applicant who has an isolated conviction for an offence related to the possession of drugs within the last 3-5 years may be granted a licence, but consideration should be given to the nature and quantity of the drugs.

10.5 If there is evidence of persistent drugs use, misuse or dependency a specialist medical examination (in accordance with DVLA Group 2 medical standards) may be required before the licence is granted. If the applicant was an addict then they would normally be required to show evidence of 5 years free from drug taking after detoxification treatment.

## **11 Driving offences involving the loss of life**

- 11.1 A very serious view is taken of any applicant who has been convicted of a driving offence that resulted in the loss of life.

A licence will not normally be granted unless the applicant is free of conviction for 7 years or (or at least 3 years must have passed since the completion of the sentence, whichever is longer) if they have a conviction for:

- Causing death by dangerous driving
- Causing death by careless driving whilst under the influence of drink or drugs
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

- 11.2 Before a licence is granted, an applicant should be free of conviction for 3 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), if he has a conviction for:

- Causing death by careless driving
- Causing death by driving: unlicensed, disqualified or uninsured drivers

## **12 Drink driving/driving under the influence of drugs**

- 12.1 As licensees are professional vocational drivers, a serious view is taken of convictions for driving, or being in charge of a vehicle while under the influence of drink or drugs. An isolated incident would not necessarily debar an applicant from proceeding on the restoration of his DVLA driving licence but he should be warned as to the significant risk to his licence status in the event of re-offending. More than one conviction for these offences raises significant doubts as to the applicant's fitness to drive the public. At least 3 years, after the restoration of the driving licence following a drink drive conviction should elapse before an application will be considered. If there is any suggestion that the applicant is alcohol or drug dependent, a satisfactory special medical report must be provided before the application can be allowed to proceed.

## **13 Other driving offences**

- 13.1 Private hire and hackney carriage drivers are professional drivers and must be aware of the safety of their passengers and the safety of their vehicles at all times. Any traffic offences could show a lack of responsibility whilst driving either due to the maintenance and safety of their vehicles or in the manner of their driving.

### **13.2 New applicants**

### **13.3 Endorsable traffic offences**

We will normally refuse your application if you have a conviction for a major traffic offence (more than six penalty points) in the last 2 years.

If you have 6 or fewer penalty points, we will not normally refuse your application for this reason alone.

#### 13.4 Disqualification

Where an applicant has been disqualified from driving because of a major traffic offence the application will generally be refused unless a period of 2 years free from conviction has elapsed from the restoration of the DVLA licence.

13.5 Where several minor traffic offences have resulted in the applicant being disqualified from driving for a period of time this will normally be taken as reflecting seriously on the applicant's driving standard. Generally, a period of 2 years free from conviction must have elapsed from the restoration of the DVLA licence.

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

#### 13.7 Existing Licence Holders

13.8 Convictions for traffic offences may not automatically prevent a person from proceeding with a renewal of their licence, or from keeping their licence. An existing licence holder who has more than 6 penalty points or more on their driving licence due to multiple offences, or where a Court has considered disqualification due to 'totting up' (as per paragraph 13.6 of this Appendix) or for one isolated offence, will be required to appear before the Regulatory Committee to explain their convictions. The Committee then has the option to:

- a. Take no further action
- b. Give a written warning
- c. Suspend the Licence upon conditions or for a period of time
- e. Revoke the licence.
- f. Refuse to renew the licence (if such an application is being considered)

13.10 Where an existing licence holder is convicted of an offence under, or has failed to comply with, the provisions of the Town Police Clauses Act 1847 or Part II of the LGMPA 1976 part II, an application for review of their licence will normally be referred to a Regulatory Committee who will consider whether to take any steps in relation to the licence.

The Committee will then have regard to all the circumstances including:-

- a. The seriousness of the offence (including the sentence imposed)
- b. Whether the offence was committed whilst acting as a hackney carriage or private hire driver
- c. Any previous convictions, cautions or fixed penalties received
- d. The licence holder's previous compliance record
- e. Evidence of previous good character
- f. Any mitigating factors involved in the commission of the offence

13.11 The Committee will then take such of the following steps as they feel are necessary, reasonable and proportionate, having regard to the need to protect the public and ensure that licences are only held by fit and proper persons:-

- a. Take no further action

- b. Issue a written warning
- c. Suspend the Licence
- d. Revoke the licence
- e. Refuse to renew the licence (if such an application is being considered)

### 13.12 Endorsement codes and penalty points

Each endorsement has a special code and is given 'penalty points' on a scale from 1 to 11. There are more points for more serious offences.

The table on the link below shows the offence codes that can be put on your driving record. It also shows how many penalty points you can get for them. Some offences may also involve a disqualification.

<https://www.gov.uk/penalty-points-endorsements/endorsement-codes-and-penalty-points>

Offence codes and penalty points must stay on your driving record for 4 or 11 years depending on the offence.

### 14. **Offences under the Town Police Clauses Acts and Part II of the Local Government (Miscellaneous Provisions) Act 1976**

- 14.1 One of the main purposes of the licensing regime set out in the Town Police Clauses Acts and Part II of the LGMPA 1976 part II ("the Acts") is to ensure the protection of the public. For this reason a serious view is taken of convictions for offences under the Acts (including illegally plying for hire) when deciding whether an applicant for a new licence or an existing driver is to be treated as a fit and proper person to hold a licence.
- 14.2 In particular, an applicant will normally be refused a licence where they have been convicted of an offence under the Acts at any time during the 6 months preceding the application or have more than one conviction within the last 2 years preceding the date of the application.
- 14.3 If the individual is the subject of an outstanding charge or summons their application can continue to be processed, but the application will need to be reviewed at the conclusion of proceedings. Where information is received through the Notifiable Occupations Scheme (or any scheme which replaces this) on existing licence holders, consideration will be made at committee.
- 14.4 If the outstanding charge or summons involves a serious offence and the individual's conviction history indicates a possible pattern of unlawful behaviour or character trait, then in the interests of public safety any new application may be refused until proceedings are concluded.
- 14.5 A suspension or revocation of the licence of a driver takes effect at the end of the period of 21 days beginning with the day on which notice is given to the driver. If it appears that the interests of public safety require the suspension or revocation of the licence to have immediate effect, and the notice given to the driver includes a statement that is so and an explanation why, the suspension or revocation takes effect when the notice is given to the driver. [Road Safety Act 2006, s 52, 2A&2B]

## **15 Non-conviction information**

- 15.1 If an applicant has, on more than one occasion, been arrested or charged, but not convicted, for an offence which suggests they could be a danger to the public, consideration should be given to refusing any application or seeking revocation or suspension of an existing licence. Such offences would include serious violent offences and serious sex offences.
- 15.2 In assessing the action to take, the safety of the travelling public must be the paramount concern.

## **16 Cautions**

- 16.1 Admission of guilt is required before a caution can be issued. Every case will be considered on its own merits including the details and nature of the offence.

## **17 Licensing offences**

- 17.1 Certain offences under taxi legislation such as illegally plying for hire, overcharging and refusing to carry disabled persons would normally prevent a licence being granted or renewed until a period of 3 years has passed since .

## **18 Insurance offences**

- 18.1 A serious view will be taken of convictions of driving or being in charge of a vehicle without insurance. An isolated incident in the past will not necessarily stop a licence being granted provided he/she has been free of conviction for 3 years; however strict warning should be given as to future behaviour. More than one conviction for these offences would normally prevent a licence being granted or renewed.
- 18.2 At least three years should elapse (after the restoration of the DVLA driving licence), before a licence would normally be granted for a hackney carriage or private hire drivers licence. An operator found guilty of aiding and abetting the driving passengers for hire and reward whilst without insurance will have his operators' licence revoked immediately and prevented from holding a licence for 3 years.

## **19 Licences issued by other licensing authorities**

- 19.1 Applicants who hold a licence with one licensing authority should not automatically assume that their application will be granted by another. Each case will be decided on its own merits.

## **20 Summary**

- 20.1 To summarise, a criminal history in itself may not automatically result in refusal and a current conviction for a serious crime need not bar an applicant permanently from becoming licensed. As the preceding paragraphs indicate, in most cases, an applicant would be expected to remain free from conviction for 3 to 10 years, according to circumstances, before an application can be considered. However, there may be occasions when an application can be allowed before 3 years free from conviction have elapsed.
- 20.2 Any person who has committed an offence and has to wait before an application is positively considered is more likely to value their licence and act accordingly.

- 20.3 While it is possible that an applicant may have a number of convictions that, individually, meet the above guidelines, the overall offending history must be considered when assessing an applicant's suitability to be licensed. A series of 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 disclosed is isolated and there are mitigating circumstances, but the overriding consideration is the protection of the public.

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### 12. KNOWLEDGE TEST POLICY

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#### 12.1. INVIGILATION

- 12.2. An invigilator will monitor your behaviour during the test, and ensure that the test is conducted in accordance with test rules and policy.
- 12.3. If, in the opinion of the invigilator, the test has not been conducted in accordance with the test rules and policy, all test results and question papers etc. are void.
- 12.4. If you have any questions before or during the test, you may ask the invigilator. However, the invigilator will not explain subject-specific terms or expressions or otherwise say or do anything that could be interpreted as giving applicants an advantage.

#### 12.5. First language policy

- 12.6. All question papers and answers etc. will be provided in English only.
- 12.7. No translation or interpretation of questions/answers, question papers or other such matter associated with the test shall be permitted and/or accepted.

#### 12.8. Equipment, materials and other items

- 12.9. You must not use or have in your possession any of the following equipment / materials whilst taking your test.
- (a) Mobile Phone
  - (b) Calculator
  - (c) Pager
  - (d) Laptop/PC
  - (e) Other communications equipment
  - (f) Other (multi) media equipment
  - (g) Paperwork/documentation
  - (h) Any books, magazines or similar
  - (i) Any other equipment/materials that may help with the test
  - (j) Any camera or recording device
- 12.10. If you are in possession of any of the above items at the time of taking your test, you must ensure that these are handed to the invigilator for supervision before taking the test. Possession and/or use of any such equipment/materials will result in automatic disqualification and all results will be void.
- 12.11. Except for the invigilator, you are not permitted to take anyone else to sit with you whilst taking your test. Contact and/or discussion with anyone else during the test will result in automatic disqualification and all results will be void.

#### 12.12. Cheating

- 12.13. A serious view will be taken of any action(s) that may be interpreted as cheating during a test. Hackney carriage and/or private hire drivers are expected to be persons of trust. Therefore, in all cases of proven or otherwise suspected

cheating, all test results and question papers etc. will be void. Suspected cheating may also be taken into consideration in determination of an applicant's propriety.

#### **12.14. Safety & Welfare**

12.15. If the fire alarm goes off during a test, you should evacuate the building with the invigilator. You must remain at the visitors muster point until the disruption is over. Where appropriate, you may need to make an appointment to retake the test at a future point.

12.16. Should you need to leave the test room during the test (e.g. to use the toilet), you must ask the invigilator. The invigilator may accompany the applicant to ensure that the test is conducted in accordance with test rules and policy.

12.17. If you feel unwell and/or too ill to continue the test, please tell the invigilator. Where appropriate, you may need to make an appointment to retake the test at a future point.

#### **12.18. Points of dispute**

12.19. If you feel aggrieved by the results of your test or believe that the results of your test are incorrect, you should direct your concerns or enquires (in writing) to the Environmental Health & Licensing Manager, Runnymede Civic Centre, Station Road, Addlestone, Surrey KT15 2AH.

#### **12.20. Knowledge Test Guidance**

12.21. The test will be held once a month at the Civic Centre please ensure you arrive in plenty of time as no extra time will be given.

12.22. You have one hour to complete parts 1 and 2 of the test and a further half hour to complete the Hackney Carriage route test, if applicable. On the day of the test you are required to bring your DVLA driving licence or passport with you. There will be a fee for each subsequent resit.

12.23. You can book your knowledge test by calling 01932 425711, places are allocated on a first come first served basis.

12.24. It is a written test and you will need a good working knowledge of the Runnymede Borough Council area. If the examiner cannot read an answer it will not receive a mark. There are three parts to the test as follows.

#### **12.25. Part 1 (All applicants)**

Questions on Bylaws, requirements, conditions and fares which are supplied in your taxi pack (multiple choice answers). Pass mark 20 out of 25.

This will also include a numeracy test. Pass mark 5 out of 5.

#### **12.26. Part 2 (All applicants)**

You will be tested on your knowledge of 60 locations in Runnymede and will be expected to be able to name the exact road name and town.

These could include the following;

Trading Estates	Schools
Historical places	Parks
Mobile home sites	Social Centres



Locks  
Care homes  
Museums  
Places of interest

Pubs/Restaurants  
Golf courses  
Health centres  
Companies

**12.27. Part 3 (Hackney carriage applicants only)**

Write three routes from each of the ranks at Egham, Chertsey and Addlestone to a named location in the borough. Include all road names, direction of turns at junctions, roundabouts and traffic lights. Pass mark 6 out of 9.

Each question has only ONE correct answer  
Pens & paper are provided.

You will be informed of your result in writing within seven working days. Each part must be completed successfully.

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## **APPENDIX F**

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### **PRIVATE HIRE DRIVERS AND VEHICLE LICENCES - CONDITIONS AND REQUIREMENTS**

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#### **LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II** **Section 51(2)**

#### **PRIVATE HIRE DRIVERS - LICENSING CONDITIONS**

##### **INTRODUCTION**

The LGMPA 1976 part II, brought into operation controls in respect of private hire vehicles and enabled district councils to introduce by resolution in their areas a comprehensive system of licensing controls over these vehicles.

Such a resolution was passed by Runnymede Borough to take effect from 1st April 1978 and it is through the powers adopted under this legislation that the Council imposes conditions in respect of the various types of licences granted. These conditions are set out in full in this booklet, together with a summary of the main provisions of the Act

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**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976**

**PRIVATE HIRE DRIVERS - LICENSING CONDITIONS**

The conditions are those that the licensing authority generally considers reasonably necessary and will normally be applied in respect of private hire vehicle drivers as detailed below.

**Definitions**

In these conditions unless the subject or context otherwise require:- "The Council" means the Council of the Borough of Runnymede.

"Driver" means a person holding and acting in accordance with a private hire driver's licence issued by the Council.

"Vehicle" means a private hire vehicle licensed by the Council.

**1) Conduct of Driver**

The driver shall:-

- (a) afford all reasonable assistance with passengers' luggage.
- (b) at all times be clean and respectable in their dress and person and behave in a civil and orderly manner.
- (c) take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by them.
- (d) not without the express consent of the hirer, eat in the vehicle.
- (e) not without the express consent of the hirer play any radio or sound reproducing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- (f) at no time cause or permit the noise emitted by any radio or other previously mentioned equipment in the vehicle which they are driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.

**2) Passengers**

- (a) The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.
- (b) The driver shall abide by UK seatbelt law and in addition must not allow there to be conveyed in the front of a private hire vehicle:-
  - (i) any child below the age of 12 years:
- (c) The driver shall not without the consent of the hirer of a vehicle convey or permit to be conveyed any other person in that vehicle.

**3) Lost Property**

- (a) The driver shall immediately after the termination of any hiring of a private hire vehicle or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left there.
- (b) If any property accidentally left in a private hire vehicle by any person who may have been conveyed therein is found or handed to the driver they shall, within 48 hours, take all such property to the a police station

within the County of Surrey and leave it in the custody of the officer in charge.

**4) Written Receipts**

The driver shall if requested by the hirer of a private hire vehicle provide them with a written receipt for the fare paid.

**5) Animals (general)**

The driver shall not convey in a private hire vehicle any animal belonging to or in the custody of themselves, the proprietor or operator of the vehicle, and any animal belonging to or in the custody of any passenger which in the driver's discretion may be conveyed in the vehicle shall only be conveyed in the rear of the vehicle.

**6) Assistance Dogs**

Except where medical grounds exist justifying its omission: "Private Hire Drivers must carry a Guide, Hearing or Assistance Dog belonging to a passenger free of charge."

**7) Prompt Attendance**

The driver of a private hire vehicle shall, if they are aware that the vehicle has been hired to be in attendance at an appointed time and place, or has otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at the appointed time and place, unless delayed or prevented by some sufficient cause.

**9) Notification of Change of Address**

The driver shall notify the Council in writing of any change of their address during the period of the licence within fourteen days of such change taking place.

**10) Disclosure of Convictions / Driving Licence Endorsements**

The driver shall within 7 days disclose to the Council, in writing, within 7 calendar days of any change to their criminal record and/or status, any arrest, formal caution, pending prosecutions, summonses, warnings, fixed penalty notice and/or driving licence endorsements etc. issued by the police or any other authority, or any court cases (whether civil, criminal or for a motoring offence) listed or pending against them during the term of their licence.

**11) Driver's Badge**

The badge issued to the driver by the Council when granting this licence remains the property of the Council, and must be returned the Council forthwith upon the expiry (without immediate renewal), revocation or suspension of this licence. Any deposit for the driver's badge which may from time to time be determined by the Council shall be refunded upon the badge being returned in a satisfactory condition.

NB: The general conditions referred to above should not be seen as a comprehensive or exhaustive list of conditions or, in any way, be regarded as standards to be automatically applied in all cases. Where appropriate, the

licensing authority may remove, modify and/or attach additional and/or alternative conditions appropriate to the individual circumstances of the case.

**12) Safeguarding training in relation to Child Sexual Exploitation (CSE).**

It is a condition that a private hire driver must have attended a CSE training session and those drivers who have not done so must attend by (date to be notified)

NOTE- the content of this training is still to be decided upon, its introduction will be announced in due course when the content and administration of the training have been clarified.

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**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**  
**Section 48(1)**

**PRIVATE HIRE VEHICLE LICENCE – VEHICLE REQUIREMENTS**

An application for a vehicle licence will not be considered if the vehicle concerned does not satisfy the definition of a private hire vehicle, as set out in Section 80 of the LGMPA 1976 part II, (i.e. a car constructed or adapted to seat fewer than nine passengers), or fails to meet the following requirements:-

- (a) The vehicle must be of a four door saloon or estate car type but does not include a convertible or soft top vehicle.
- (b) Must have an engine capacity of a minimum of 1300 cc, although smaller efficient modern engines may be acceptable
- (c) Must have a minimum seat width of 41 cm per passenger.
- (d) Passengers must have clear access and egress from every seat for which the vehicle is licensed.
- (e) Each seat to have a 3 point lap and diagonal seat belt
- (f) It is a requirement that MOT tests are undertaken at 6 monthly intervals once a vehicle is over 4 years old. You will be expected to produce a certificate at the time of vehicle licensing/re-licensing and at an interval of 6 months thereafter.
- (g) A vehicle under 4 years old is required to have an MOT test annually at licensing/re-licensing.
- (h) Vehicles will be refused a licence for any advisory on a Mot which advises on the following areas unless evidence is produced to show that the advisory point has been repaired or replaced:
  - Any part of the steering mechanism
  - Any part of the braking system
  - Tyres
  - Any part of the suspension systemThose vehicles which have advisories following a 6 monthly Mot (i.e. between licensing) will be expected to have the advisories remedied normally no longer than 15 working days from the date of the Mot and produce evidence of repair to the licensing authority. Failure to have the repairs carried out and / or produce evidence of such would lead to consideration of suspension of the vehicle licence.
- (i) When licensing/re-licensing a vehicle the MOT test certificate should be obtained **no more than 5 working days prior to licensing application date.**
- (j) Vehicles must meet or must have met European and UK vehicle safety standards at the time of manufacture.

- (k) A fire extinguisher of dry powder, foam or CO2 of not less than 2 lb/0.9 kg capacity which is approved to BS EN3 standards is to be provided in the vehicle cab or boot. This fire extinguisher is to be accessible and maintained in serviceable condition.
- (l) A medium size first aid box which caters for 1 – 8 passengers and complies with BS8599-2 which is approved to BS EN3 standards is to be provided in the vehicle cab or boot. This first aid box is to be accessible and kept fully stocked.
- (m) Exterior of the vehicle
- The vehicle must be submitted for inspection in a clean state such that an effective inspection is possible. Should the vehicle be submitted in an unclean state then the application shall be refused
  - The exterior of the vehicle should not show signs of rusting
  - The paintwork should not be faded or show signs of mis-matched repairs or have any scratches, scuffs, cracks or abrasions where the top layer of paint has been removed
  - The bodywork should be maintained so as to be in excellent condition and be free of large dents. (a large dent is not defined, this will be determined by the licensing officer)
- Have wheels and wheel trims that have significant damage which detracts from the overall excellent condition of the vehicle.
- (n) Interior of vehicle
- The seating and carpet areas of the vehicle shall not show signs of: a) staining b) damp c) fraying or ripping of the material d) seat covers that are loose or badly fitted.
  - The seats should provide sufficient support for comfortable travel and should not demonstrate excessive compression of the seating area or wear within the support mechanism. Any mechanism for adjusting the height or angle of the seat must be in working order
  - Interior panels and fittings within the vehicle should not be damaged nor show excessive wear, or staining.
  - The interior of the vehicle should not have damp or noxious smells
- (o) left hand drive vehicles will not be licensed except for limousines, providing they have been inspected by the Driver and Vehicle Standards Agency and have an approval certificate issued for Single Vehicle approval. Or, from October 2014, a certificate for Individual Vehicle Approval carried out to the normal inspection standard.

- (p) the vehicle must not be fitted with or carry signs or advertisements illuminated or otherwise save for the name and telephone number of the firm, which may be displayed on the side of the vehicle in lettering of not more than 3 inches in height, and such lettering shall not be illuminated or include the words "cab", "taxi-cab" or "taxi".
- (q) the vehicle must not be an Austin FX4 or be of similar appearance.
- (r) Vehicle's must not be fitted with second-hand 'part worn' tyres. All tyres must have been purchased as 'new tyres'.
- (s) Vehicle windows
- all rear windows must allow at least 70% of light to be transmitted through them.
  - No vehicle shall be fitted with any form of additional film to darken or tint the windows on any part of the vehicle.
  - Front side windows and the front windscreen must meet the requirements of the Road Vehicles (Construction and Use) Regulations 1986 as amended. This states at least 75% through the windscreen and 70% through the front side windows.
  - Privacy glass shall only be accepted where it is fitted to a plate exempt vehicle

NOTE :- In order to avoid unnecessary expense being caused to the trade through this policy. It is proposed that any existing licensed vehicles which currently have factory fitted privacy glass be allowed to continue to be licensed on a yearly basis until such time as the vehicle is replaced or changes ownership (by change of ownership this includes the regular use of the vehicle by another driver). This will also allow time for drivers to make other arrangements for those customers who insist on vehicles with privacy glass.

(t) Identification of Private Hire vehicles

An adhesive sign (the size of the lettering which shall be as specified by the Council ) containing the wording "Private hire vehicle Pre-Booked Only" printed in black against a white background with a black boundary is displayed on both front doors of private hire vehicles apart from those which are plate exempt.

The operators name phone number and internet address can be displayed below this sign providing such lettering is no larger than the lettering on the adhesive sign.



**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**  
**Section 48(2)**

**PRIVATE HIRE VEHICLE LICENCE - CONDITIONS OF LICENCE**

These conditions are additional to the requirements of Part II of the LGMPA 1976 part II, controlling the operation of vehicles for the purpose of private hire and all proprietors will be expected to be familiar with these conditions as well as the relevant provisions of the Act.

**Definitions**

In these conditions unless the subject or context otherwise requires:-

"Proprietor" means the holder of a Private Hire Vehicle Licence.

"Council" means the Council of the Borough of Runnymede.

"Driver" means a person holding and acting in accordance with a private hire driver's licence issued by the Council.

"Licence" means a Private Hire Vehicle Licence issued by the Council.

"Vehicle" means a private hire vehicle licensed by the Council.

"Licence Plate" means the plate issued by the Council for the purposes of identifying the vehicle as a private hire vehicle duly licensed by the Council.

**1. Vehicle Conditions**

Every Proprietor of a vehicle shall ensure that:-

- (a) The vehicle and all its fittings and equipment are kept at all times when the vehicle is in use or available for hire in a watertight, mechanically sound, efficient, safe, clean and tidy condition, and that all relevant statutory requirements are fully complied with including in particular those contained in the Motor Vehicles (Construction and Use) Regulations.
- b) They comply at all times with the requirements of Runnymede Borough Council as stated in Appendix F to this policy.

**2. Taxi meter**

If a taxi meter is fitted it must be :-

- (a) sealed (or otherwise incapable of tampering);
- (b) calendarised; and
- (c) programmed in accordance with the current scheme of fares in force for the time being.

**3. The Licence Plate**

The licence plate shall be displayed as follows

- (a) exterior, at the rear of the vehicle; and

- (b) interior, in the form of a window disc on display in the top nearside front windscreen.

The proprietor shall at all times cause the licence plate and interior window disc, issued by the Council, to be displayed on the vehicle in such position that the vehicle's registration number is not obscured and with the details of the licence plate clearly visible.

The proprietor or driver shall not wilfully or negligently cause or suffer the licence plate or interior window disc attached to the vehicle, in pursuance of this condition, to be concealed from public view nor shall the proprietor allow the licence plate to be so defaced that any figure or material particular is illegible.

The licence plate shall remain the property of the Council and where a licence lapses or is suspended or revoked, shall be returned immediately to the Council.

#### **4. Dual Plating**

Dual plating is not permitted on any Runnymede licensed vehicles. Any vehicle licensed by Runnymede will not be permitted to become licensed with any other district / borough / Public Carriage Office.

No vehicle will be granted a licence if it is licensed in another district / borough / Public Carriage Office.

#### **5. Display of Signs, Notices and Advertisements on Licensed Vehicles**

No signs, marks, notices or advertisements whatsoever shall be displayed on or from a private hire vehicle whether in connection with its use for private hire or otherwise, except for the name address, web contact and telephone number of the proprietor or the name under which they carry on their business. These may not be displayed on the front elevation (radiator grill and area either side of it), the windows and any other glass area, bumpers or wheels. Such lettering shall not be illuminated or include the words "cab", "taxi-cab" or "taxi". No advertising is to be within 30cm of the Private Hire licence plate.

The licensing authority reserves the right to require any advertisement which contravenes the above to be removed where appropriate.

#### **6. Roof Mounted Signs**

So as to avoid any confusion with a hackney carriage, the licensing authority will normally seek to ensure that private hire vehicles do not employ, display or otherwise have affixed –

- (a) any form of roof-mounted sign (whatever its wording);
- (b) any advertising or sign (roof-mounted or otherwise) that use the words 'Taxi', 'Hackney', 'Cab' or 'For Hire'

#### **7. Alterations to the Vehicle**

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the licensing authority at any time while the licence is in force.

## **8. Change of Address**

In the event of a proprietor of a vehicle changing their address they shall, within 14 days of the change taking place, give notice in writing to the Council's Environmental Health and Licensing Manager of their new address.

## **9. Change of Vehicle**

Where a proprietor wishes to transfer their licence to another vehicle, they must first notify the Council's Environmental Health and Licensing Manager and arrange for that vehicle to be inspected by the Council at such time and place as may be required by the said officer.

## **10. Compliance with Licence Conditions**

The proprietor must ensure that all persons involved in the driving or operation of the vehicle for private hire purposes are fully aware of these licence conditions and the proprietor must also ensure that the conditions are fully observed and carried out.

## **11. Insurance**

For this purpose, and by way of ensuring adequate cover for all parties, a 'suitable policy of insurance' will normally be taken to mean –

- (e) a valid policy that provides indemnity cover for all passengers;
- (f) a valid policy that provides indemnity cover for each driver of the vehicle;
- (g) a valid policy that provides the cover for business use on hire and reward as a hackney carriage or private hire vehicle as may be appropriate.
- (h) The minimum period of validity for an insurance document is 30 days.

- 14. Electronic cigarettes and their derivatives** For the safety and comfort of the public, the use of electronic cigarettes or derivatives in licensed vehicles is prohibited.

## **LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 PART II**

A summary of the main requirements of the above Act in respect of the control, operation and licensing of private hire vehicles.

### **PRIVATE HIRE VEHICLE LICENCE – STATUTORY PROVISIONS**

#### **1. Private Hire Licences**

Before a vehicle can be used for the purposes of private hire, the following licences must have been obtained from the licensing authority and be currently in force:-

- (a) an operator's licence - sections 55 and 56
- (b) a vehicle licence - section 48
- (c) a driver's licence - section 51

#### **2 Submission of Information - Section 57**

The licensing authority can require an applicant for a licence to submit information as may be considered reasonably necessary to enable an application to be determined.

#### **3. Vehicle Requirements - Section 48**

Before a licence will be granted for a vehicle the licensing authority must be satisfied that:-

- (a) it is of suitable type, size and design
- (b) it is not of such design and appearance as to be mistaken for a hackney carriage
- (c) it is in a safe, comfortable and suitable mechanical condition
- (d) it is adequately insured.

#### **4. Vehicle Plate - Sections 48**

The licence plate issued by the licensing authority must, when the vehicle is in use, be displayed in accordance with the licensing conditions.

#### **5. Transfer of Vehicle - Section 49**

The proprietor of a private hire vehicle must notify the Council within 14 days if he transfers his vehicle and licence to another party.

#### **6. Inspection of Vehicle and Documents - Section 50**

The proprietor of a private hire vehicle must:-

- (a) Without prejudice to the provisions of Section 68 of this Act, the proprietor of a licensed private hire vehicle shall present it for inspection and testing by the Council within such period and at such place within the area of the Council as they may by notice reasonably require (but not more than three inspections during any one period of 12 months).

- (b) The proprietor of a licensed private hire vehicle may be required to give the Council in writing the address of every place the vehicle is kept when not in use and afford to them such facilities as may be reasonably necessary to enable them to inspect and test the vehicle there.
- (c) The proprietor of a licensed private hire vehicle shall at the request of an authorised officer of the Council produce for inspection the vehicle licence and the certificate of the policy of insurance.

**7. Accidents - Section 50**

- (a) The proprietor of a licensed private hire vehicle shall report to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence thereof, any accident to the vehicle causing damage materially affecting the safety, performance or appearance of the vehicle or the comfort or convenience of the persons carried therein.
- (b) Contravention of the provision of this Section shall be an offence.

**8. Driver's Badge and Licence - Sections 53 and 54**

A driver must at all times when driving a vehicle for private hire purposes wear the badge issued by the Council in such a position and manner as to be plainly and distinctly visible and when required by an authorised officer or police constable produce his licence for inspection.

**9. Operators of Private Hire Vehicles - Section 56**

An Operator must keep records of all private hire bookings and vehicles operated by him in accordance with the conditions of his licence, and when required by an authorised officer or constable be prepared to produce these and his licence for inspection.

**10. Appeals - Section 77**

Proprietors, Drivers and Operators of private hire vehicles have the right of appeal to a Magistrates' Court if they are aggrieved by the Council's refusal to grant a licence or by any conditions specified therein. Appeals must be made within 21 days of receipt of the relevant notification.

**11. Return of Plate on Revocation, Expiry or Suspension of Licence - Section 58**

- (a) On revocation, expiry or suspension of a licence the Council may by notice require the proprietor of that licensed private hire vehicle to return to them within 7 days after the service on him of that notice, the plate issued to him by the Council.
- (b) if any proprietor fails without reasonable excuse to comply with the items of this notice
  - (i) he shall be guilty of an offence, and
  - (ii) any authorised officer of the Council or constable may

remove and retain the plate.

**12. Suspension, Revocation or Refusal to Renew Licences - Sections 60, 61 and 62**

The Council has the power to refuse to renew a licence or to suspend or revoke it if:-

- (a) in the case of a vehicle they are not satisfied as to its fitness;
- (b) in the case of a driver, they have been convicted of an offence involving dishonesty, indecency or violence, or they have been convicted of an offence under the provisions of this part of the Act.
- (c) in the case of an operator, they have been convicted of an offence under this part of the Act, or they has behaved in a matter which renders them unfit to hold a licence.

**13. Prohibition on the use of Hackney Carriage Stands - Section 64**

It is an offence for a private hire vehicle to wait on any hackney carriage stand.

**14. Prolongation of Journeys - Section 69**

It is an offence for a driver of a private hire vehicle to unnecessarily prolong a journey in distance or time.

**15. Taximeters for Private Hire Vehicles - Section 71**

Private hire vehicles are not required to be fitted with any form of taximeter but if such an appliance is fitted, it must then be tested and approved by the Council and it becomes an offence for any person to tamper with the meter or its seals.

**16. Obstruction - Section 73**

It is an offence to obstruct any authorised officer of the Council or police constable in the performance of their duties under this part of the Act.

**17. Penalties - Section 76**

Any person who commits an offence against any of the provisions of this part of the act in respect of which no penalty is expressly provided shall be liable on summary conviction to a fine not exceeding level three on the standard scale.

**18. Definition of a Private Hire Vehicle - Section 80**

For the purposes of the Act, a private hire vehicle is defined as a motor vehicle constructed or adapted to seat fewer than nine passengers, other than a hackney carriage or public service vehicle, which is provided with the services of a driver for the purposes of carrying passengers.

**HACKNEY CARRIAGE DRIVERS AND VEHICLES - LICENSING CONDITIONS,  
REQUIREMENTS AND BYLAWS**

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**HACKNEY CARRIAGE BYLAWS**

**INTRODUCTION**

The Town Police Clauses Act 1847 empowers the Council to control the operation of hackney carriages in the whole or any part of its district. In the case of Runnymede Borough Council, the whole of the district has been prescribed as a controlled area and consequently all hackney carriage vehicles and drivers operating in its district must be licensed. It is under this Act that the Council is able to make bylaws to regulate the general standard of vehicles and the conduct and behaviour of the drivers and proprietors.

Part II of the LGMPA 1976 part II contains provisions which allow district councils, by resolution, to bring into operation in their areas, a comprehensive system of licensing controls over private hire vehicles together with additional powers in relation to the licensing of hackney carriages and their drivers. These powers were adopted by Runnymede Borough Council, and took effect from 1st April 1978. It is under this legislation that the Council imposes conditions on the various licences which it grants.

These conditions and bylaws are set out in full in this booklet, together with a summary of the main provisions of the Act.

**REPEAL OF BYLAWS**

The bylaws relating to hackney carriages in the district of the former Chertsey Urban District Council and the area added to the district of Runnymede by Article 4 of the Runnymede and Woking (Areas) Order 1977 which were made by the Runnymede District Council on 27th February 1978 and confirmed by one of Her Majesty's Principal Secretaries of State on 1st June 1978 and the bylaws relating to hackney carriages in the district of the former Egham Urban District Council, which were made by the Runnymede District Council on 5th July 1978, and confirmed by one of Her Majesty's Principal Secretaries of State on 25th August 1978 are hereby repealed.

Dated twenty-third day of February 1982

**The COMMON SEAL of**

**RUNNYMEDE BOROUGH COUNCIL**

**was hereunto affixed in**

**the presence of: Clerk and Chief Executive**

## REQUIREMENTS AND BYLAWS

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### **HACKNEY CARRIAGE BYLAWS**

Bylaws made under section 68 of the Town Police Clauses Act 1847 and section 171(4) of the Public Health Act 1875 by the Borough Council of Runnymede with respect to hackney carriages in the District of the Borough of Runnymede.

#### **1. Interpretation**

Throughout these bylaws "the Council" means the Borough Council of Runnymede and "the District" means the District of the Borough of Runnymede.

#### **2. Display and Condition of Vehicle Licence No. and Plate**

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

(i) The Proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be displayed on the outside of the vehicle by fixing the licence plate supplied by the Council for that purpose in such a position as to be readily visible whilst the carriage is standing or plying for hire, or whilst it is hired. The proprietor shall also cause the number of the licence to be displayed on the inside of the vehicle in a position where it can be clearly identified by any person hiring the carriage.

(ii) A proprietor or driver of a hackney carriage shall:

(a) 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;

(b) not cause or permit the carriage to stand or ply for hire with any such plate or marking so defaced that any figure or material particular is illegible.

#### **3. Standards for hackney carriages**

The Proprietor of a hackney carriage shall:-

(a) provide sufficient means by which any person in the carriage may communicate with the driver;

(b) cause the roof or covering to be kept watertight;

(c) provide any necessary windows and a means of opening and closing not less than one window on each side;

(d) cause the seats to be properly cushioned or covered;

(e) cause the floor to be provided with a proper carpet, mat or other suitable covering;

(f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;

(g) provide suitable means for carrying and securing luggage



(h) provide at least two doors for the use of persons conveyed in such carriage and separate means of ingress and egress for the driver.

#### **4. Taximeters**

From 1st April 1982, the proprietor of a hackney carriage shall cause the carriage to be provided with a taximeter, so constructed attached and maintained as to comply with the following requirements, that is to say:-

(a) the taximeter shall be regulated to show only the tariff fixed by the Council. When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter, in figures clearly legible and free from ambiguity, a fare not exceeding the rate of fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in accordance with the said tariff;

(b) 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;

(c) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring;

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

#### **5. The Conduct of Drivers with regard to Taximeters**

The driver of a hackney carriage provided with a taximeter shall:

(a) when standing or plying for hire the taximeter shall display the words "FOR HIRE" so that these are clearly visible and conveniently legible to persons outside the carriage;

(b) as soon as the carriage is hired by distance, and before beginning the journey, bring the taximeter into action by , so that the word "HIRED" is legible on the face of the taximeter and keep the taximeter in action until the termination of the hiring;

(c) cause the dial of the taximeter to 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 any other time at the request of the hirer.

(d) ensure that the tariff in place at the time the hiring commences shall be the tariff for the whole of the hiring; taximeters are not to be calibrated to change tariff mid hire'.

**6. Prohibition on tampering with a Taximeter**

A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided with the fittings thereof or with the seal affixed thereto.

**7. Fares**

The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of a carriage the fare rate or fare prescribed by the Tariff fixed by the Council referred to above, the rate of fare being calculated by distance and time. Provided that, save for any supplementary charges authorised by the said table which it may not be possible to record on the face of the taximeter, the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter with which the carriage is provided.

**8. Conduct at Stands**

The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:-

- a) proceed with reasonable speed to one of the stands fixed by the Council in that behalf.
- b) if a stand, at the time of their arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand.
- c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, and where it is practicable, station the carriage immediately behind the carriage or carriages on the stand so as to face the same direction.
- d) from time to time when any other carriage immediately in front is driven or moved forward, cause their carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.

**9. Prohibition on Touting**

A proprietor or driver of a hackney carriage, when standing, or plying for hire, shall not, by calling out or otherwise, importune any persons to hire such carriage and shall not make use of the services of any other person for the purpose.

**10. Behaviour of Drivers**

The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.

**11. Prompt Attendance**

The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.

**12. Route to Destination**

The driver of a hackney carriage when hired to drive to any particular destination shall, subject to any directions given by hirer, proceed to that destination by the shortest available route.

**13. Passengers**

- a) The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.
- b) The driver shall abide by UK seatbelt law and in addition must not allow there to be conveyed in the front of a private hire vehicle:-
  - (i) any child below the age of 12 years:
- c) The driver shall not without the consent of the hirer of a vehicle convey or permit to be conveyed any other person in that vehicle.

**14. Driver's Badge**

The driver of a hackney carriage shall, when standing or plying for hire and when hired, wear the badge provided by the Council in such position and manner as to be clearly visible. Moreover the driver of a hackney carriage shall not lend the badge or knowingly allow it to be used by any other person.

**15. Luggage**

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

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

**16. Conveyance of Dead Bodies**

Every proprietor or driver of a hackney carriage who shall knowingly convey in the carriage the dead body of any person shall, immediately thereafter, notify the fact to the Environmental Health and Licensing Manager of the Council.

**17. Display of Fare Tariff**

The proprietor or driver of a hackney carriage shall display a copy of the tariff fixed by the Council, where it is readily visible to any person hiring the carriage.

**18. Search for Lost Property**

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

**19. Disposal of Lost Property**

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

(a) The driver shall immediately after the termination of any hiring of a private hire vehicle or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left there.

(b) If any property accidentally left in a private hire vehicle by any person who may have been conveyed therein is found or handed to the driver they shall, within 48 hours, take all such property to the a police station within the County of Surrey and leave it in the custody of the officer in charge.

**20) Safeguarding training in relation to Child Sexual Exploitation (CSE).**

A hackney carriage driver must have attended a CSE training session and those drivers who have not done so must attend by (date to be notified).

NOTE- the content of this training is still to be decided upon, its introduction will be announced in due course when the content and administration of the training have been clarified.

**21. Penalties**

Every person who shall offend against any of these bylaws shall be liable on summary conviction to a fine not exceeding level 2 on the standard scale of the Criminal Justices Act 1982 which, at the time of printing of this booklet was £500. 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

**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**  
**Section 47(2)**

**HACKNEY CARRIAGE VEHICLE LICENCE – VEHICLE REQUIREMENTS**

An application for a hackney carriage licence will not be considered if the vehicle concerned does not satisfy the definition of a hackney carriage (a car constructed or adapted to seat fewer than nine passengers) and does not meet the following requirements:-

- (a) the vehicle is of a four door saloon or estate car type but does not include a convertible or soft top vehicle;
- (c) Must have an engine capacity of a minimum of 1300 cc, although smaller efficient modern engines may be acceptable.
- (d) has a minimum seat width of 41 cm per passenger;
- (e) passengers must have clear access and egress from every seat for which the vehicle is licensed.
- (f) each seat to have a 3 point lap and diagonal seat belt.
- (g) it is a requirement that MOT tests are undertaken at 6 monthly intervals once a vehicle is over 4 years old. You will be expected to produce a certificate at the time of vehicle licensing/re-licensing and at an interval of 6 months thereafter.
- (h) A vehicle under 4 years old is required to have an MOT test annually at licensing/re-licensing.
- (i) Vehicles will be refused a licence for any advisory on a Mot which advises on the following areas unless evidence is produced to show that the advisory point has been repaired or replaced:
  - Any part of the steering mechanism
  - Any part of the braking system
  - Tyres
  - Any part of the suspension systemThose vehicles which have advisories following a 6 monthly Mot (i.e. between licensing) will be expected to have the advisories remedied normally no longer than 15 working days from the date of the Mot and produce evidence of repair to the licensing authority. Failure to have the repairs carried out and / or produce evidence of such would lead to consideration of suspension of the vehicle licence.
- (j) When licensing/re-licensing a vehicle the MOT test certificate should be obtained **no more than 5 working days prior to licensing application date.**
- (k) Vehicles must meet or must have met European and UK vehicle safety standards at the time of manufacture.

- (l) A fire extinguisher of dry powder, foam or CO<sub>2</sub> of not less than 2 lb/0.9 kg capacity which is approved to BS EN3 standards is to be provided in the vehicle cab or boot. This fire extinguisher is to be visible, accessible and maintained in serviceable condition.
- (m) A medium size first aid box which caters for 1 – 8 passengers and complies with BS8599-2 which is approved to BS EN3 standards is to be provided in the vehicle cab or boot. This first aid box is to be visible, accessible and kept fully stocked.
- (n) Exterior of the vehicle
- The vehicle must be submitted for inspection in a clean state such that an effective inspection is possible. Should the vehicle be submitted in an unclean state then the application shall be refused.
  - The exterior of the vehicle should not show signs of rusting.
- The paintwork should not be faded or show signs of mis-matched repairs or have any scratches, scuffs, cracks or abrasions where the top layer of paint has been removed.
- The bodywork should be maintained so as to be in excellent condition and be free of large dents. (a large dent is not defined, this will be determined by the licensing officer)
  - Have wheels and wheel trims that have significant damage which detracts from the overall excellent condition of the vehicle.
- (o) Interior of vehicle
- The seating and carpet areas of the vehicle shall not show signs of: a) staining b) damp c) fraying or ripping of the material d) seat covers that are loose or badly fitted.
  - The seats should provide sufficient support for comfortable travel and should not demonstrate excessive compression of the seating area or wear within the support mechanism. Any mechanism for adjusting the height or angle of the seat must be in working order.
  - Interior panels and fittings within the vehicle should not be damaged nor show excessive wear, or staining.
  - The interior of the vehicle should not have damp or noxious smells.
- (p) Left hand drive vehicles will not be licensed except for limousines, providing they have been inspected by the Driver and Vehicle Standards Agency and have an approval certificate issued for Single Vehicle approval. Or, from October 2014, a certificate for Individual Vehicle Approval carried out to the normal inspection standard.
- (q) Vehicle's must not be fitted with second-hand 'part-worn' tyres. All tyres must have been purchased as 'new tyres'.

(r) Vehicle windows

- all rear windows must allow at least 70% of light to be transmitted through them.
- No vehicle shall be fitted with any form of additional film to darken or tint the windows on any part of the vehicle.
- Front side windows and the front windscreen must meet the requirements of the Road Vehicles (Construction and Use) Regulations 1986 as amended. This states at least 75% through the windscreen and 70% through the front side windows.
- Privacy glass shall only be accepted where it is fitted to a plate exempt vehicle

NOTE :- In order to avoid unnecessary expense being caused to the trade through this policy. It is proposed that any existing licensed vehicles which currently have factory fitted privacy glass be allowed to continue to be licensed on a yearly basis until such time as the vehicle is replaced or changes ownership (by change of ownership this includes the regular use of the vehicle by another driver). This will also allow time for drivers to make other arrangements for those customers who insist on vehicles with privacy glass.

**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**  
**Section 47(1)**

**HACKNEY CARRIAGE VEHICLE LICENCE - CONDITIONS OF LICENCE**

**1. Definitions**

In these conditions unless the subject or context otherwise requires:-

"Proprietor" means the holder of a hackney carriage licence.

"Council" means the Council of the Borough of Runnymede.

"Driver" means a person holding and acting in accordance with a hackney carriage driver's licence issued by the Council.

"Licence" means a hackney carriage licence issued by the Council.

"Vehicle" means a hackney carriage licensed by the Council.

"Licence Plate" means the plate issued by the Council for the purposes of identifying the vehicle as a hackney carriage duly licensed by the Council.

**2. Condition**

Every Proprietor of a vehicle shall ensure that:-

(a) The vehicle and all its fittings and equipment are kept at all times when the vehicle is in use or available for hire in a watertight, mechanically sound, efficient, safe, clean and tidy condition, and that all relevant statutory requirements are fully complied with including in particular those contained in the Motor Vehicles (Construction and Use) Regulations.

b) They comply at all times with the requirements of Runnymede Borough Council as stated in Appendix G to this policy.

**3. Alteration of the Vehicle**

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.

**4. The Licence Plate**

The licence plate shall be displayed as follows

(a) exterior, at the rear of the vehicle; and

(b) interior, in the form of a window disc on display in the top nearside front windscreen.

at all times cause the licence plate and interior window disc, issued by the Council, to be displayed on the vehicle in such position that the vehicle's registration number is not obscured and with the details of the licence plate clearly visible.

The proprietor or driver shall not wilfully or negligently cause or suffer the licence plate or interior window disc attached to the vehicle, in pursuance of this condition, to be concealed from public view nor shall the proprietor allow the licence plate to be so defaced that any figure or material particular is illegible.



The licence plate shall remain the property of the Council and where a licence lapses or is suspended or revoked, shall be returned immediately to the Council.

## **5. Dual Plating**

Dual plating is not permitted on any Runnymede licensed vehicles. Any vehicle licensed by Runnymede will not be permitted to become licensed with any other district / borough / Public Carriage Office.

No vehicle will be granted a licence if it is licensed in another district / borough / Public Carriage Office.

## **6. Display of Signs, Notices and Advertisements on licensed vehicles**

Advertising will be permitted on hackney carriages subject to the following criteria and restrictions within paragraphs 6.171 and 6.176 of this policy.

For reasons of driver and public safety, the licensing authority will not permit any advertising material, corporate branding or any other medium that –

- (i) does not conform with the rules of the British Code of Advertising Practice;
- (j) relates to the promotion of alcoholic drinks;
- (k) interferes with any equipment normally fitted to the vehicle (including the vehicle electrics and wiring etc.);
- (l) interfere with any vehicle design features such as methods of fixing, brake cooling vents, tyre inflation valve or with any wheel balancing dynamics or steering operation;
- (m) obscures any vehicle lights, 'For Hire' sign or indicator lamps (e.g. indicators, brake lights etc.);
- (n) creates any safety hazard (e.g. non protected screens, headroom hazards etc.);
- (o) uses or emits audio;
- (p) is displayed on wheels or bumpers of the hackney carriage
- (q) is displayed on any window, windscreen or mirror
- (r) obscures or reduces the visibility of the vehicle plate or registration number or is within 30cm of the plate

## **7. Roof mounted signs**

Hackney carriages must carry and display or otherwise be fitted with a roof mounted sign which is capable of being illuminated and bears the word 'Taxi', this is to be clearly visible when the vehicle is available for hire both by day and night. So as to avoid claims of illegally plying for hire (e.g. in another area for which the vehicle is not licensed), the design must be such that any illumination

can be switched off independently of any other vehicle system when the vehicle is hired or not in use as a taxi.

**10. Change of Address**

In the event of a proprietor of a vehicle changing his address, he shall, within 14 days of the change taking place, give notice in writing to the Council's Environmental Health and Licensing Manager of their new address.

**11. Change of Vehicle**

Where a proprietor wishes to transfer their licence to another vehicle they must first notify the Environmental Health and Licensing Manager and arrange for that vehicle to be inspected by the council at such time and place as may be required by the Officer.

**12. Display of Signs, Notices and Advertisements**

**13. Insurance**

For this purpose and by way of ensuring adequate cover for all parties, a suitable policy of insurance' will normally be taken to mean –

- (a) a valid policy that provides indemnity cover for all passengers;
- (b) a valid policy that provides indemnity cover for each driver of the vehicle;
- (c) a valid policy that provides the cover for business use on hire and reward as a hackney carriage or private hire vehicle as may be appropriate.
- (d) The minimum period of validity for an insurance document is 30 days.

**14. Electronic cigarettes and their derivatives** For the safety and comfort of the public, the use of electronic cigarettes or derivatives in licensed vehicles is prohibited.

## **HACKNEY CARRIAGE VEHICLE LICENCE - STATUTORY PROVISIONS**

In addition to the aforementioned bylaws, conditions and requirements, proprietors and drivers of hackney carriages must comply with the statutory requirements set out in the Town Police Clauses Act 1847 and the LGMPA 1976 part II. They must also meet the requirements of any conditions attached to licences granted by the Council under the Act of 1976.

A summary of the principal requirements contained in the above legislation are set out below, and unless specified otherwise the requirements of the Acts apply only to the "controlled district" which in this case is the Borough of Runnymede.

### **TOWN POLICE CLAUSES ACT 1847**

1. All hackney carriages must be licensed and registered by the Council.
2. A hackney carriage proprietor must notify the Council of any change of address.
3. It is an offence for a proprietor to permit a vehicle to be used as a hackney carriage:-
  - (a) unless the licence plate issued by the Council is openly displayed,
  - (b) if the vehicle is not licensed, or
  - (c) while the licence is suspended.
4. It is an offence for a person to act as a driver of a hackney carriage or for a proprietor to employ a person if that person is not licensed by the Council to drive a hackney carriage.
5. The Act also requires a proprietor employing any driver to retain that person's hackney carriage driving licence until such time as the employment is terminated.
6. Following a conviction for a second or subsequent offence under the provisions of this Act or its bylaws the Council may suspend or revoke the licence of a proprietor or driver.
7. The number of persons permitted to be carried in a hackney carriage must be displayed on the outside of the vehicle and it is an offence for a driver to refuse to carry the permitted number without reasonable excuse.
8. It is also an offence for a driver to refuse, without reasonable excuse, to accept a hiring for any journey within the boundaries of the district.
9. It is an offence to charge for a journey in excess of the rate set out in the authorised "Table of Fares".
10. A driver must also honour any agreement on cost or distance made with the hirer before the journey commences.
11. The Act also makes it an offence for a driver or proprietor to permit any person to be carried in the hackney carriage without the consent of the hirer.

12. Penalties are also imposed by the Act in the case of obstruction or misconduct by drivers.
13. The Act also makes provision for unpaid fares to be recovered through the courts and allows a proprietor to seek compensation from a person who when using the hackney carriage is responsible for causing wilful damage to the vehicle.

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## **LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**

### **1. Submission of Information - Section 57**

The Council can require an applicant for a licence to submit information as may be considered reasonably necessary to enable an application to be determined.

### **2. Licence Conditions - Section 47**

The Council may attach to the licence such conditions as they may consider reasonably necessary. Any person aggrieved by any conditions attached to such licence may appeal to a Magistrates' Court.

### **3. Vehicle Identification - Section 47**

The Council may require any hackney carriage licensed by them to be of such design or appearance or bear such distinguishing marks as shall clearly identify it as a hackney carriage.

### **4. Transfer of Vehicle - Section 49**

A proprietor of a hackney carriage shall within 14 days give notice in writing to the Council of the transfer of their interest in the hackney carriage licence and specify the name and address of the person to whom the licence has been transferred.

### **5. Inspection of Vehicle and Documents - Section 50**

(a) Without prejudice to the provisions of Section 68 of this Act, the proprietor of a licensed hackney carriage shall present it for inspection and testing by the Council within such period and at such place within the area of the Council as they may by notice reasonably require (but not more than three inspections during any one period of twelve months).

(b) The proprietor of a licensed hackney carriage may be required to give the Council in writing the address of every place the vehicle is kept when not in use and afford to them such facilities as may be reasonably necessary to enable them to inspect and test the vehicle there.

(c) The proprietor of a licensed Hackney Carriage shall at the request of an authorised officer of the Council produce for inspection the vehicle licence and the certificate of the policy of insurance.

### **6. Accidents - Section 50**

(a) The proprietor of a licensed hackney carriage shall report to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence thereof, any accident to the vehicle causing damage materially affecting the safety, performance or

appearance of the vehicle or the comfort or convenience of the persons carried therein.

(b) Contravention of the provision of this Section shall be an offence.

**7. Return of Plate on Revocation, Expiry or Suspension of Licence - Section 58**

(a) On revocation, expiry or suspension of a licence the Council may by notice require the proprietor of that licensed hackney carriage to return to them within 7 days after the service on him of that notice, the plate issued to him by the Council.

(b) if any proprietor fails without reasonable excuse to comply with the items of this notice

(i) he shall be guilty of an offence, and

(ii) any authorised officer of the Council or constable may remove and retain the plate.

**8. Suspension, Revocation or Refusal to renew Licence - Section 60**

(a) If a vehicle is unfit for hackney carriage use or the operator or driver commits any offence or fails to comply with this part of this Act or of the Town Police Clauses Act 1847 or for any other reasonable cause the Council may suspend, revoke or refuse to renew a vehicle licence. Notice to be given to the proprietor of the vehicle of the grounds within fourteen days.

(b) A proprietor aggrieved by a decision under this Section may appeal to a Magistrates' Court.

**9. Hackney Carriage used for Private Hire - Section 67**

(a) No hackney carriage shall be used in the district under a contract or purported contract for private hire except at a rate of fare or charge not greater than that fixed, and when being so used the fare or charge shall be calculated from the point in the district at which the hirer commences his journey.

(b) Contravention of the provisions of this section shall be an offence.

(c) (c) In sub-section (a) of this section "contract" means a contract made other than when the hackney carriage is plying for hire in the district or standing on an approved rank, or made otherwise than with or through the driver of the vehicle while it is so plying or waiting.

**10. Fitness of Vehicle and Meter - Section 68**

(a) Any authorised officer of the Council or constable shall have power to inspect and test any licensed hackney carriage or the taximeter fitted thereto for the purpose of ascertaining the fitness of the vehicle and/or the accuracy of the taximeter and if not satisfied give notice in writing to the proprietor to make the vehicle and/or taximeter available for further inspection at such

reasonable time and place as specified in the notice and suspend the licence until such time as he is so satisfied.

(b) If the authorised officer or constable is not satisfied before the expiration of a period of two months the licence shall be revoked.

(c) Any proprietor aggrieved by a decision of the Council may appeal to a Magistrates' Court.

#### **11. Offences due to fault of other persons - Section 72**

Where an offence is committed by a person as a result of the Act or default of another the latter may be charged and convicted whether or not proceedings are taken against the first-mentioned person.

#### **12. Obstruction of Authorised Officers - Section 73**

Any person who -

(a) wilfully obstructs an authorised officer or constable acting in pursuance of this Act or the Act of 1847, or

(b) without reasonable excuse fails to comply with any requirement properly made to them by such officer or constable, or

(c) without reasonable cause fails to give such officer or constable so acting any other assistance or information which they may reasonably require of such person for the purpose of the performance of their function, shall be guilty of an offence.

If any person giving such information as is mentioned above makes any statement which they know to be false they shall be guilty of an offence.

#### **13. Penalties - Section 76**

Any person who commits an offence against any of the provisions of this part of the act in respect of which no penalty is expressly provided shall be liable on summary conviction to a fine not exceeding level three on the standard scale.

#### **14. Appeals - Section 77**

Where there is a right of appeal against a Council decision, until the time for appealing has expired or a lodged appeal is disposed of or withdrawn no proceeding shall be taken in respect of any failure to execute any works required by the decision and the person may continue to carry on their business. Appeals to Magistrates Courts must be made within 21 days of receipt of the notification of suspension, revocation, refusal to renew or implementation of conditions.

## HACKNEY CARRIAGE STANDS

The following stands have been appointed for hackney carriages within the Borough of Runnymede:-

Virginia Water Station Approach 2 (adjoining Public Car Park provided by the Borough Council)

Egham Railway Station 6 - Egham Station car park

Chertsey Railway Station 2 -Chertsey Station car park

Addlestone Station 2 -Addlestone Station car park

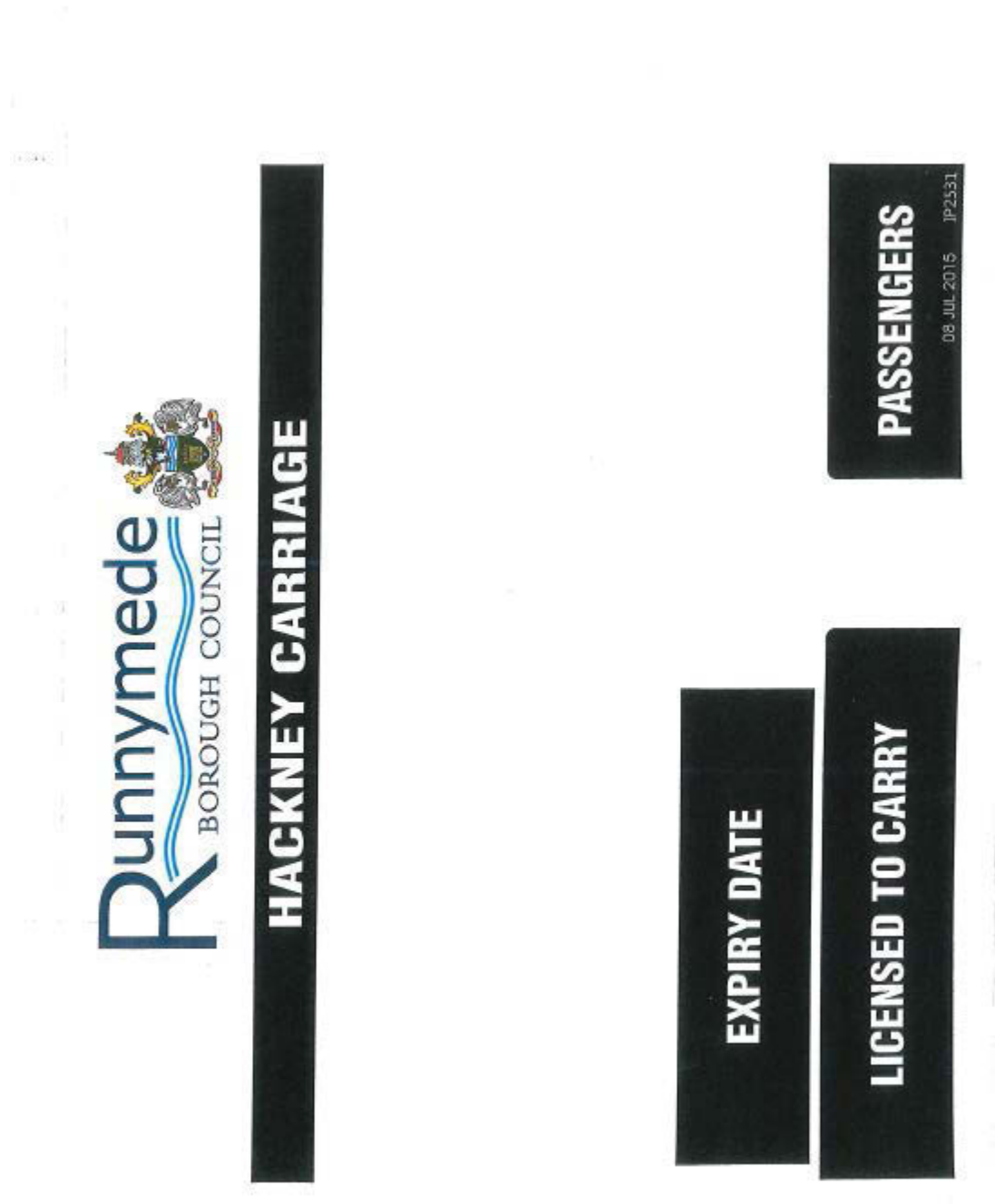
Thorpe Park 3 - Car park

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**APPENDIX H**

**Private hire and hackney carriage authorised plate designs**



DR



**HACKNEY CARRIAGE VEHICLE**

**EXPIRY DATE**

**LICENSED TO CARRY**

**PASSENGERS**

If you have any comment about this vehicle or its driver please contact

Runnymede Borough Council  
Licensing Department  
01932 425711  
licensing@runnymede.gov.uk

Quoting the number below



**PRIVATE HIRE VEHICLE**

**EXPIRY DATE**

**LICENSED TO CARRY**

**PASSENGERS**

If you have any comment about this vehicle or its driver please contact

Runnymede Borough Council  
Licensing Department  
01932 425711  
licensing@runnymede.gov.uk

Quoting the number below



**PRIVATE HIRE VEHICLE**

**EXPIRY DATE**

**LICENSED TO CARRY**

**PASSENGERS**

30 JUL 2014 IP2531

## APPENDIX J

### PRIVATE HIRE VEHICLE PLATE EXEMPTIONS

All exempt vehicles and operators must comply with the following policy requirements in addition to those for plated private hire vehicles.

1. Exemptions from displaying external identification plates (vehicle licence plates) may be in respect of individual vehicles only. Applications for exemptions relating to a fleet of vehicles will not be allowed.
2. Each application will be assessed on its own merit and each vehicle will be inspected by an authorised Council officer to ensure that it is fit for purpose.
3. Applications for exemption from the requirement to display an external identification plate will only be considered where the work undertaken is exclusively where the driver and vehicle are specifically hired to provide transport to a company or person by corporate or account holders only and where the safety of the public is not compromised. The operator will be required to satisfy the licensing officer prior to licensing that the use of the vehicle is by corporate and account holders and must be able to provide evidence to enable the licensing officer to determine the genuine requirement for plate exemption. This will typically be by reference to the operator's records showing the account and corporate work carried out.
4. Vehicles must be in pristine condition with no visible defects, dents or blemishes to the external bodywork, wheels or internal trim and seating. They must comply with the current Runnymede conditions relating to private hire vehicles. Additional requirements for plate exemption will centre on the luxury aspect of the vehicle; this will be expected to have increased legroom over a standard vehicle coupled with increased seat support and seat width from the current standard of 41 cm, a lower level of noise when travelling and superior internal accessories for the passenger and driver. It is not intended that we have a definitive prescriptive list of what is and what is not luxury. The aforementioned items are examples but other equipment or designs can exist which also fit the luxury tag. It is for the licensing officer to make the decision as to whether a vehicle meets the exempt plate requirements in each case.
5. Age limits - These will be in line with our current licensing requirements for private hire vehicle in that no age limit is in place and the condition of the vehicle is considered the prime factor.
6. An application for a vehicle to be exempted from displaying an external identification plate must be made by the vehicle proprietor using the appropriate application form.
7. Additional documentation may be requested as reasonably necessary to allow the Council to make an informed decision. Where such documentation is not provided to the satisfaction of the Council the application will be refused. The Council will maintain commercial confidentiality.
8. Where an application is granted and a vehicle is exempted from displaying its external identification plate an exemption notice will be issued as soon as practical after the decision is made.
9. Where a vehicle is exempted from the requirement to display an external identification plate the vehicle will be required to display a window disc

identifying the vehicle as a licensed vehicle, positioned on the top nearside of the front windscreen and facing outwards.

10. Irrespective of when an exemption notice is granted the initial exemption notice will expire on the same day as the expiration of the vehicle's current private hire licence, unless it is otherwise surrendered or revoked. Thereafter any renewed exemption notice will last for a period of time that is coterminous with that vehicles private hire licence unless either the licence or notice is otherwise surrendered or revoked.
11. Exemption notices may be renewed annually subject to the vehicle undergoing a re-inspection by a licensing officer to ensure that it continues to be fit for purpose.
12. The exemption notice issued by the Council must be carried in the vehicle at all times and will be produced upon request to an authorised officer of the Council or any Police Officer.
13. During the period of the exemption notice, the driver shall not be required to wear the private hire driver's identification badge. However this must be in the possession of the driver at all times and produced upon request to an authorised officer of the Council or any Police Officer.
14. The proprietor shall not use the vehicle for private hire purposes other than for contract use (i.e. not for routine airport journeys or daily private hire use).
15. The driver and passenger front side window glass and the front windscreen must be clear. However, tinted windows can be fitted to the side and rear window glass of the vehicle provided that they comply with current legislation.
16. In the event of an applicant being dissatisfied with the decision of the officer, the applicant may make a written application for a review of the decision by the Regulatory Committee.
17. The Regulatory Committee, when considering a review of the Officer's decision, will hear oral or written representation made by the proprietor of the vehicle.
18. If the Regulatory Committee is satisfied a genuine operational business need exists and the vehicle is suitable for its purported purpose a plate exemption notice may be issued for the specified vehicle. The Regulatory Committee can specify the dates and times the exemption will apply or exempt the vehicle for the whole period the vehicle licence is in force and attach any conditions to the exemption.
19. If the Regulatory Committee considers no genuine operational business need exists for a plate exemption the vehicle proprietor will be notified of the refusal and advised there is no statutory right of appeal against the decision.
20. The exemption will cease to have effect on selling or transferring the vehicle to another party. The person to whom the exemption is granted must inform the Council of the sale/transfer of ownership immediately and in writing and provide details of the new owner. The exemption notice must be returned to the Council along with the window disc within 48 hours of sale or transfer.

**PRIVATE HIRE OPERATOR'S LICENCE CONDITIONS**

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**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**  
**Section 55(3)**

The conditions that the licensing authority generally considers reasonably necessary and will normally be applied in respect of private hire operators are detailed below.

In these conditions unless the subject or context otherwise requires:-

"the Council" means the Council of the Borough of Runnymede.

"Operator" means the holder of a Private Hire Vehicle Operator's Licence granted by the Council. "Vehicle" means a private hire vehicle licensed by the Council.

"Driver" means a person holding and acting in accordance with a private hire driver's licence issued by the Council.

**1. Prohibition on the Transfer of Licence**

The Operator shall not assign or in any way part with the benefit of this licence.

**2. Hiring Records**

The Operator shall keep a record of particulars of every hiring, invited or accepted by them, and shall enter therein before any hiring is commenced the following details:-

- i. the date and time of the hiring.
- ii. the date and time of the journey.
- iii. the place at which the hire commences and the destination.
- iv. the name of the hirer.
- v. the name and licence number of the driver.
- vi. the licence number of the vehicle.
- vii. whether the request for the hiring was made by the hirer or another operator.
- viii. keep records of hiring's for a period of no more than 7 years.

**3. Vehicle Records**

The Operator shall keep a record of any private hire vehicle operated by them showing the following details:-

- i. make and model of the vehicle.
- ii. registration number of the vehicle.
- iii. private hire vehicle licence number.
- iv. the age of the vehicle.
- v. the name of the licensing authority.
- vi. the date of expiry of the vehicle or driver's licence.
- vii. the name and address of the proprietor of every vehicle operated by him.

viii. the date upon which the vehicle commenced to be operated by them.

**4. Notification of Change of Address**

In the event of the operator changing their address they shall within 14 days give notice, in writing, thereof to the Council's Environmental Health and Licensing Manager.

**5. Prohibition on the use of the terms "Cab" or "Taxi"**

An operator shall not include in the name of his business or in advertising material, letter headings or other stationery, the words "Cab", "Taxi Cab" or "Taxi" whether in the singular or plural, or whether they form part of another word or not. However the word 'Taxi' alone will be allowed.

**6. Vehicle Insurance**

The operator shall ensure that all vehicles operated by them are satisfactorily insured to operate on private hire work.

**7. Quality 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 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.

**8. Compliance with Licence Conditions**

The Operator shall ensure that the licence conditions in respect of any vehicles used by them and drivers employed or contracted to them are complied with at all times.

**9. Disclosure of Convictions**

The Operator shall within seven days disclose to the Council in writing details of any conviction imposed on them (or if the operator is a company or partnership, on any other directors or partners) during the period of the licence.

**10. Operators office location**

All operators must carry out their business from a premises located within the Borough of Runnymede.

**11. In accordance with the information contained in paragraphs 7.28 to 7.31 The below conditions is to become effective on (date to be notified) :-**

a) existing private hire operators must attend a CSE awareness training session by (date to be notified).

## **LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART II**

### **PRIVATE HIRE OPERATORS LICENCE – STATUTORY PROVISIONS**

In addition to the aforementioned conditions, operators must also comply with the statutory requirements set out the Local Government (Miscellaneous Provisions) Act 1976.

A summary of the principal requirements contained in the above legislation is set out below, and unless specified otherwise the requirements of the Acts apply only to the "controlled district" which in this case is the Borough of Runnymede.

#### **Operators of private hire vehicles – Section 56**

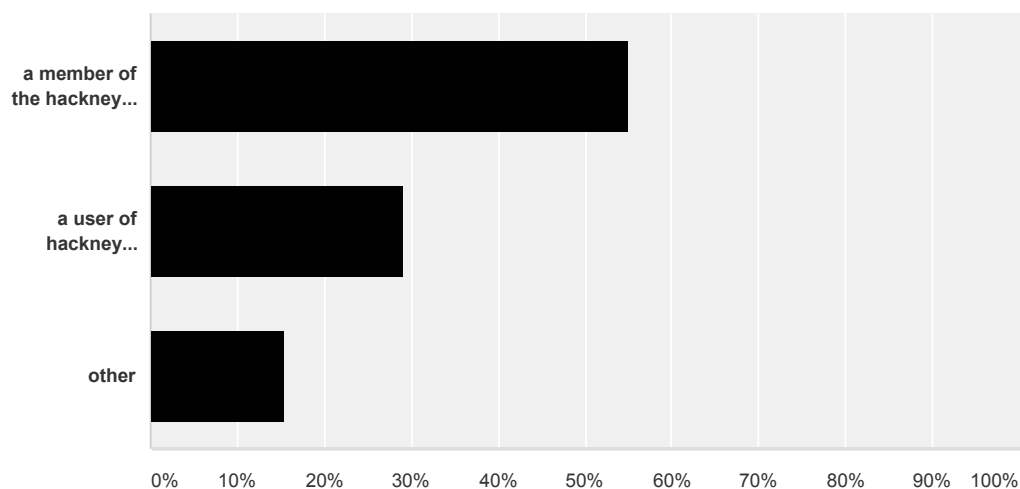
- (1) For the purposes of this Part of this Act every contract for the hire of a private hire vehicle licensed under this Part of this Act shall be deemed to be made with the operator who accepted the booking for that vehicle whether or not he himself provided the vehicle.
- (2) Every person to whom a licence in force under section 55 of this Act has been granted by a district council shall keep a record in such form as the council may, by condition attached to the grant of the licence, prescribe and shall enter therein, before the commencement of each journey, such particulars of every booking of a private hire vehicle invited or accepted by him, whether by accepting the same from the hirer or by undertaking it at the request of another operator, as the district council may by condition prescribe and shall produce such record on request to any authorised officer of the council or to any constable for inspection.
- (3) Every person to whom a licence in force under section 55 of this Act has been granted by a district council shall keep such records as the council may, by conditions attached to the grant of the licence, prescribe of the particulars of any private hire vehicle operated by him and shall produce the same on request to any authorised officer of the council or to any constable for inspection.
- (4) A person to whom a licence in force under section 55 of this Act has been granted by a district council shall produce the licence on request to any authorised officer of the council or any constable for inspection.
- (5) If any person without reasonable excuse contravenes the provisions of this section, he shall be guilty of an offence.



## Runnymede Borough Council Hackney Carriage (Taxi) and Private Hire Policy Consultation

**Q1 To allow us to understand where our responses to the consultation have come from please answer this question before you continue. Are you:**

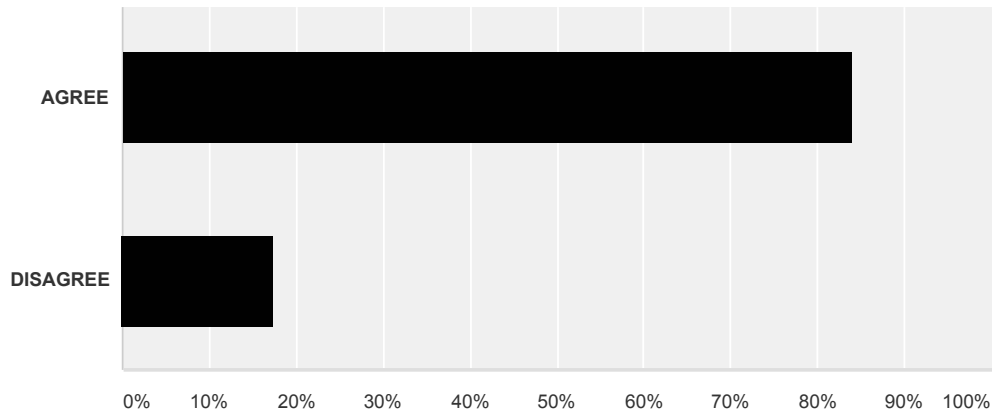
Answered: 36 Skipped: 0



Answer Choices	Responses
a member of the hackney carriage private hire trade in Runnymede i.e a driver or operator	55.26% 21
a user of hackney carriages and private hire vehicles licensed in Runnymede	28.94% 11
other	15.78% 6
<b>Total</b>	<b>38</b>

**Q2 Driver Licensing requirements Do you agree or disagree with the introduction of mandatory safeguarding training for all drivers and private hire operators in relation to Child Sexual Exploitation (CSE)? (drivers - part 5.119 and appendix C page 70), (operators - part 7.18g,7.28,7.51 and appendix K page 122)**

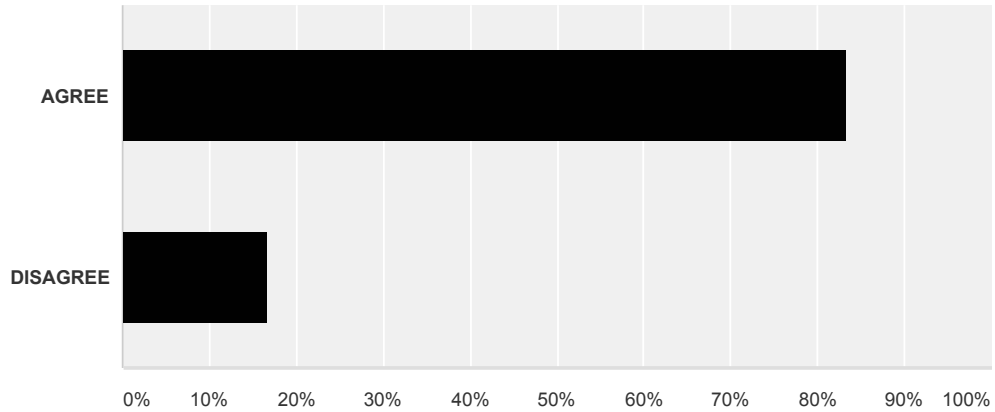
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	81.57%	31
DISAGREE	18.42%	7
<b>Total</b>		<b>38</b>

**Q3 Vehicle Licensing Requirements** Do you agree or disagree that the Council should refuse to licence a hackney carriage where it is intended that the vehicle will be used entirely or predominantly for pre booked work outside the area of Runnymede? (part 6.13)

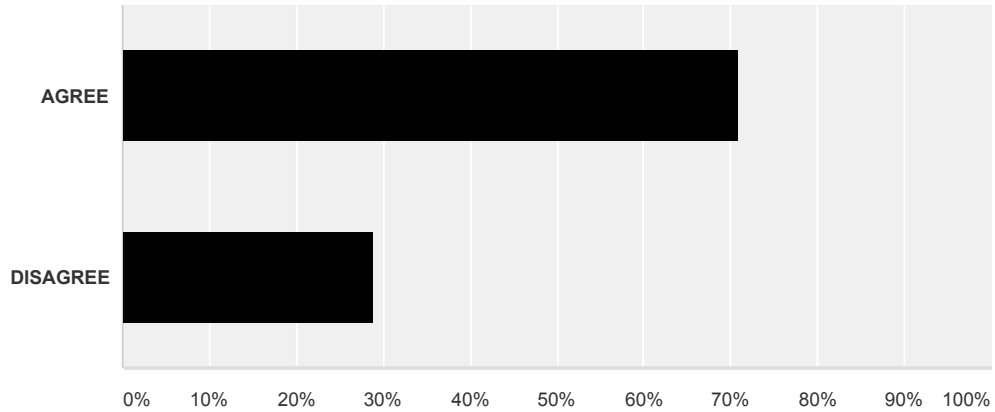
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	81.57%	31
DISAGREE	18.42%	7
<b>Total</b>		<b>38</b>

**Q4 Vehicle Licensing Requirements** Do you agree or disagree that due to increasingly efficient and powerful smaller engines being introduced the Council should licence vehicles with smaller efficient engines on prior approval?(part 6.32 and appendix F page 89. appendix G page 104)

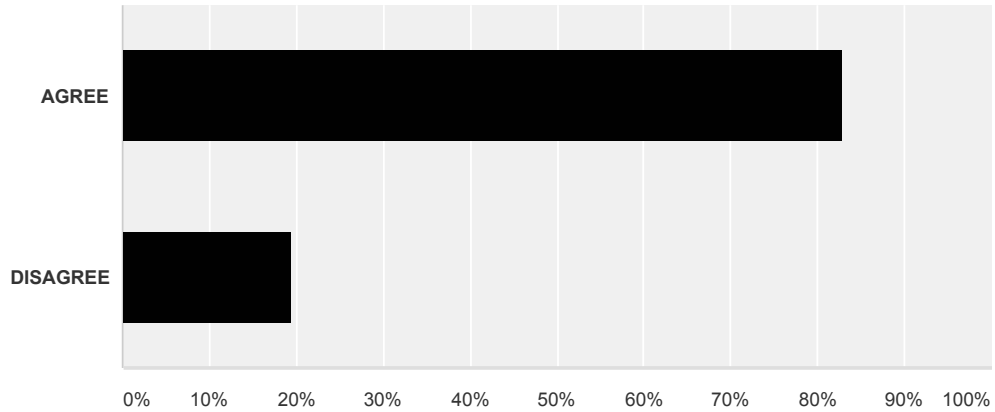
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	71.05%	27
DISAGREE	28.94%	11
<b>Total</b>		<b>38</b>

**Q5 Vehicle Licensing Requirements** Do you agree or disagree that in order to increase vehicle safety standards licensed vehicles must not be fitted with part worn (second hand) tyres? All tyres must be new tyres when fitted to the vehicle.(part 6.42 and appendix F page 91, appendix G page 105)

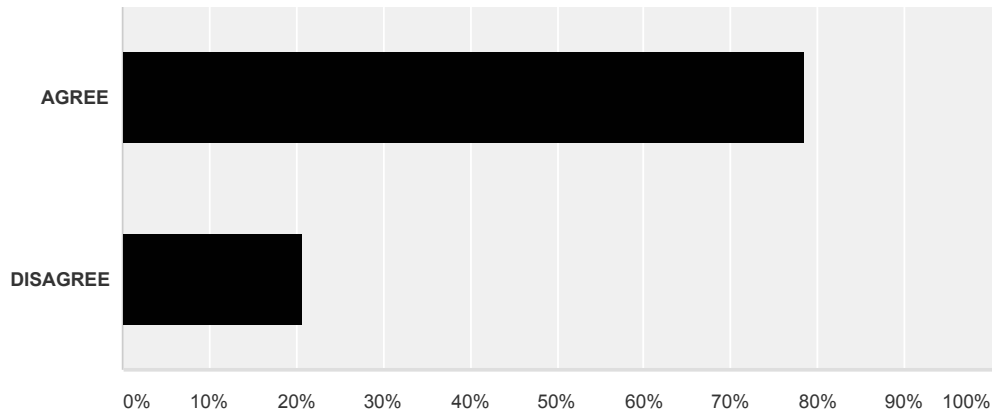
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	81.57%	31
DISAGREE	18.42%	7
<b>Total</b>		<b>38</b>

**Q6 Vehicle Licensing Requirements Do you agree or disagree with restrictions on the use of tinted windows in that all rear windows must allow 70% of light through and they must not be fitted with film to darken the tint or be privacy glass (unless they are plate exempt vehicles)? (part 6.46 and appendix F page 91, appendix G page 105)**

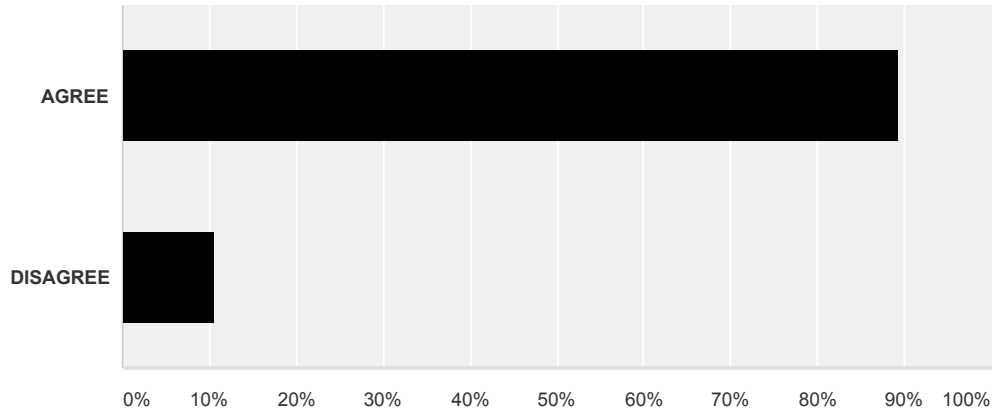
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	78.94%	30
DISAGREE	21.05%	8
<b>Total</b>		<b>38</b>

**Q7 Vehicle Licensing Requirements Do you agree or disagree with the policy specifications for fire extinguishers and first aid kits? These are to ensure that a common standard of equipment is maintained.(part 6.61 and appendix F page 89/90, appendix G page 104)**

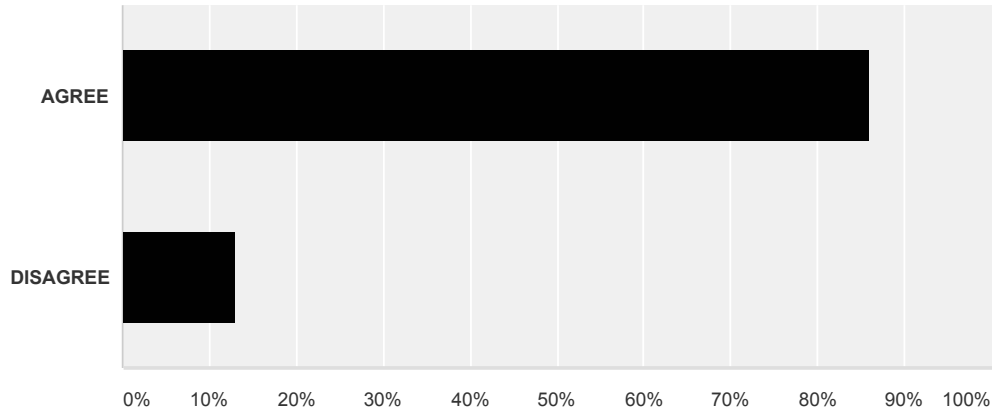
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	89.47%	34
DISAGREE	10.52%	4
<b>Total</b>		<b>38</b>

**Q8 Vehicle licensing Requirements Do you agree or disagree that private hire vehicles should display signage to prevent touting and to allow Identification of private hire vehicles by the addition of ‘pre booked only’ signage on doors? (part 6.68 and appendix F page 91)**

Answered: 36 Skipped: 0

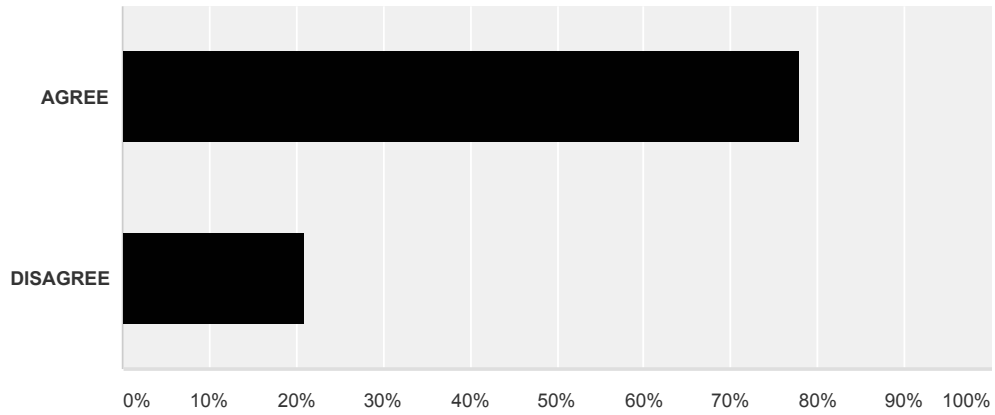


Answer Choices	Responses	
AGREE	86.84%	33
DISAGREE	13.15%	5
<b>Total</b>		<b>38</b>



**Q9 Vehicle Licensing Requirements Do you agree or disagree with the general environmental policy approach concerning the introduction of emission control standards for all licensed vehicles? (part 6.85)**

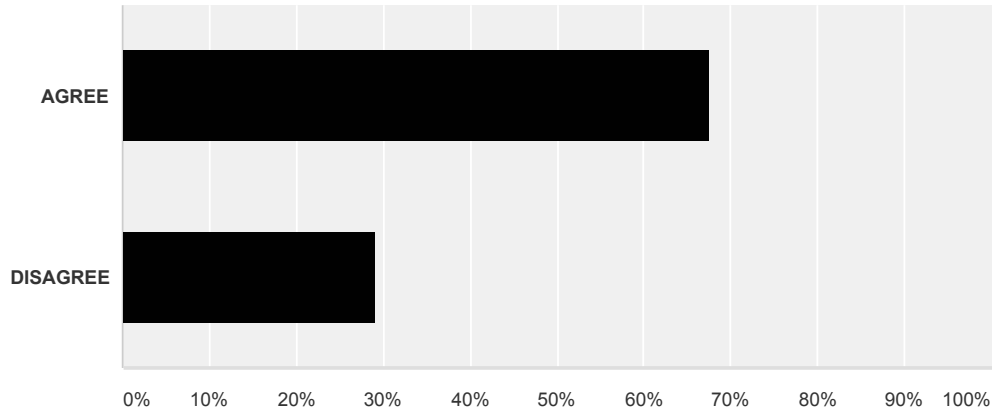
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	78.94% 30
DISAGREE	21.05% 8
<b>Total</b>	<b>38</b>

**Q10 Vehicle Licensing Requirements Do you agree or disagree that in order to increase vehicle safety standards vehicles will not be licensed if they have Mot advisories on steering, brakes, tyres or suspension? (part 6.125 and appendix F page 89, appendix G page104)**

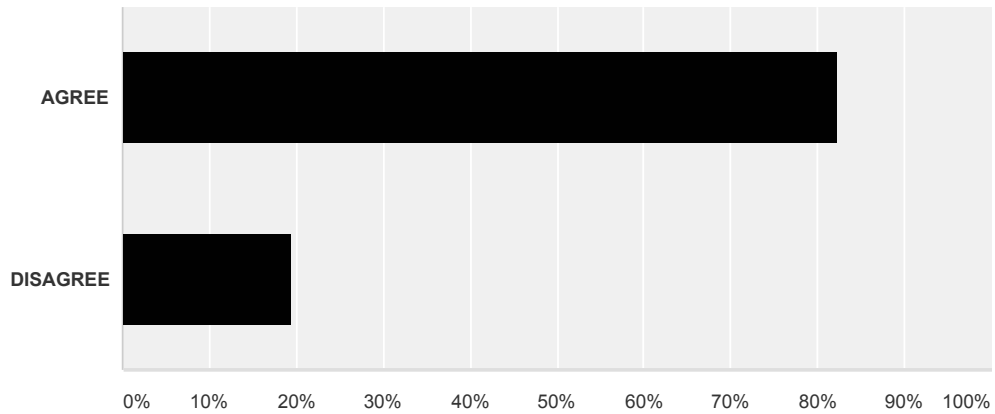
Answered: 35 Skipped: 1



Answer Choices	Responses	
AGREE	67.56%	25
DISAGREE	29.72%	11
<b>Total</b>		<b>37</b>

**Q11 Vehicle Licensing Conditions Do you agree or disagree with the proposal that dual plating of vehicles be prohibited so that Runnymede licensed vehicles cannot also be licensed by another local authority and display two or more vehicle plates? (part 6.165 and appendix F page 93, G page 108)**

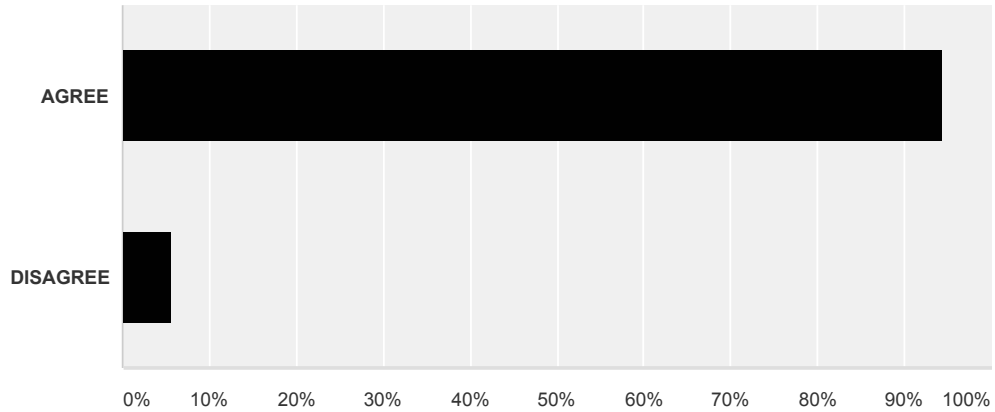
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	81.57%	31
DISAGREE	18.42%	7
<b>Total</b>		<b>38</b>

**Q12 Vehicle Licensing Conditions Do you agree or disagree that in order to make a clear distinction between hackney carriages (taxis) and private hire vehicles and to assist in identification that Private hire vehicles must not display any roof mounted sign? (part 6.182 and appendix F page 93)**

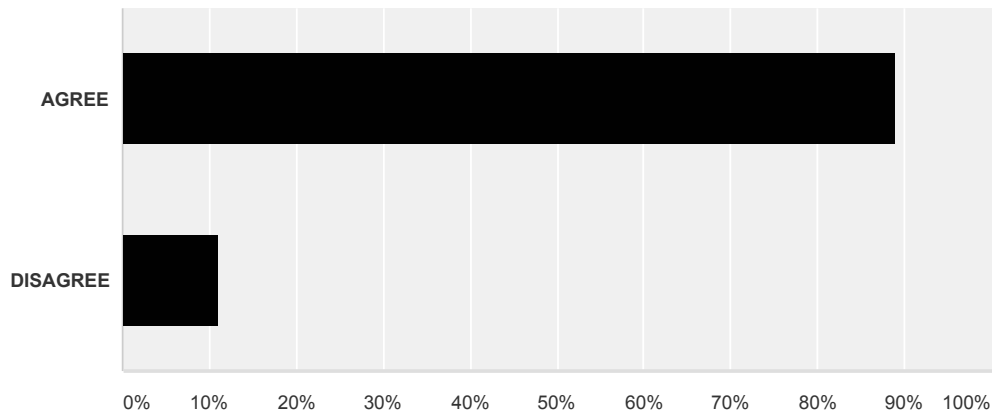
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	94.73%	36
DISAGREE	5.26%	2
<b>Total</b>		<b>38</b>

**Q13 Vehicle Licensing Conditions Do you agree or disagree that vehicle insurance must provide indemnity cover for all passengers and drivers in the vehicle? (part 6.183 and appendix F page 94, appendix page 109)**

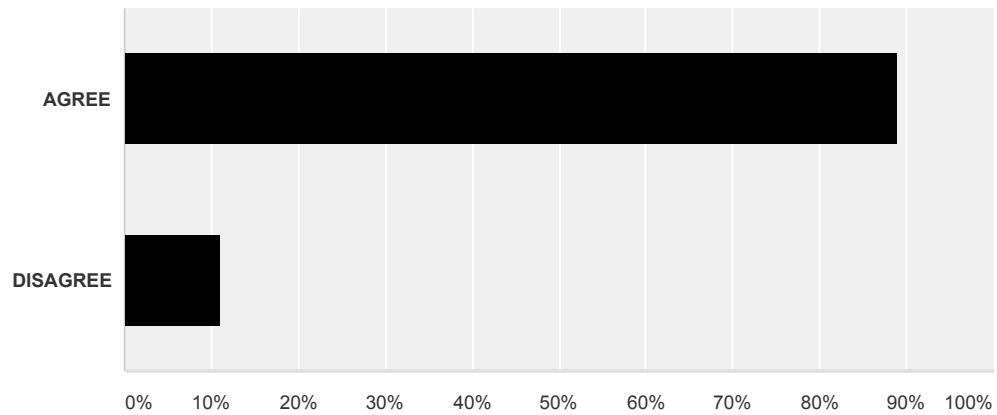
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	89.47% 34
DISAGREE	10.52% 4
<b>Total</b>	<b>38</b>

**Q14 Vehicle Licensing Conditions Do you agree or disagree that for the comfort and safety of passengers there should be a prohibition on the use of electronic cigarettes in vehicles? (part 6.227 and appendix F page 94, appendix G page 109)**

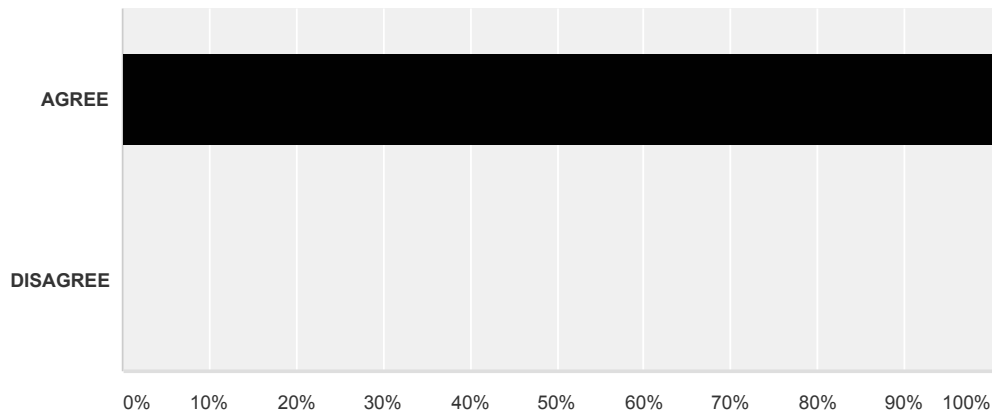
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	89.47% 34
DISAGREE	10.52% 4
<b>Total</b>	<b>38</b>

**Q15 The Local Government Miscellaneous Provisions Act 1976 states that a Licensing Authority cannot grant a licence to drive a hackney carriage or private hire vehicle unless they are satisfied the applicant is a fit and proper person to hold such a licence. Runnymede Borough Council has reviewed what it considers necessary for a person to be fit and proper. Part 5 of the policy and the associated appendix C deals with driver licensing standards for determining if an applicant for a driver licence is fit and proper. Do you agree or disagree that these are reasonable and necessary?**

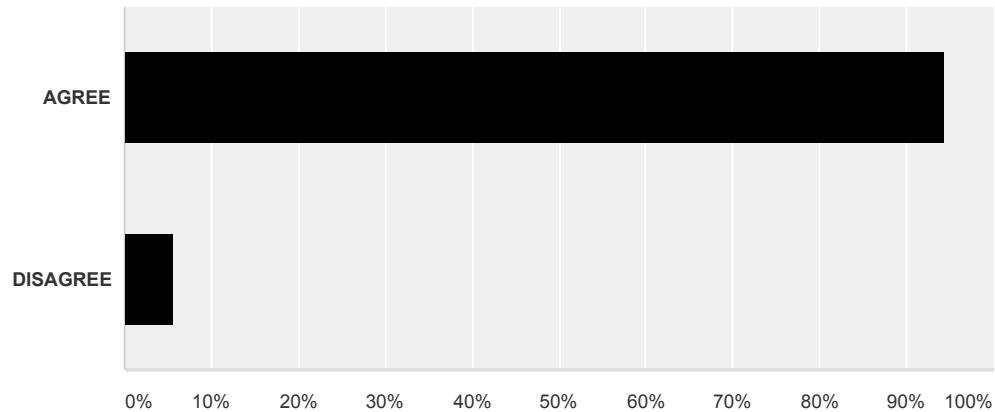
Answered: 35 Skipped: 1



Answer Choices	Responses	Count
AGREE	100.00%	36
DISAGREE	0.00%	0
<b>Total</b>		<b>36</b>

**Q16 Part 5.25 to 5.53 deals with criminal records and the associated appendix D provides guidance on assessing whether an applicant is a fit and proper person through the consideration of any previous convictions an applicant may have. Do you agree or disagree that this policy provides clear guidance on how to consider previous convictions and the action to be taken?**

Answered: 36 Skipped: 0

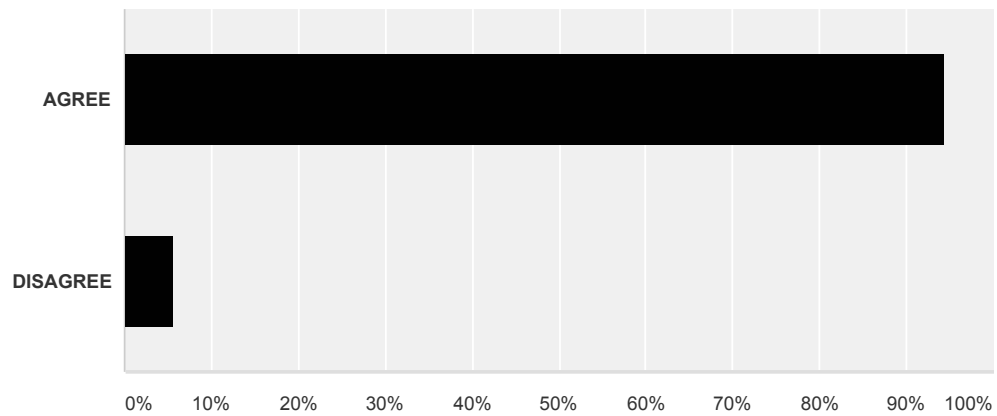


Answer Choices	Responses
AGREE	94.59% 35
DISAGREE	5.40% 2
<b>Total</b>	<b>37</b>



**Q17 Part 5.6 to 5.7 deals with medical requirements and standards for drivers which state they must meet the DVLA group 2 standard. Do you agree or disagree that these requirements and standards are sufficient to allow consideration of the applicant for a licence as a fit and proper person?**

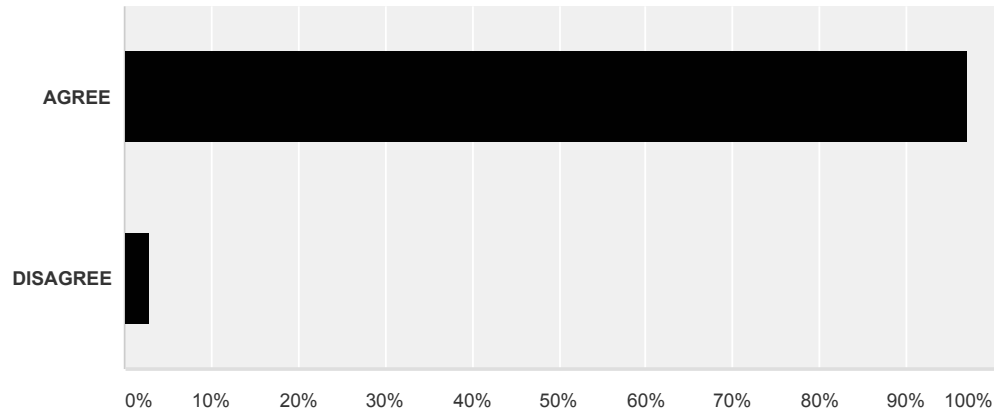
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	94.73%	36
DISAGREE	5.26%	2
<b>Total</b>		<b>38</b>

**Q18 Part 5.79 to 5.97 deals with driving licence requirements and standards. Do you agree or disagree that these requirements and standards are sufficient to allow consideration of the applicant for a licence as a fit and proper person?**

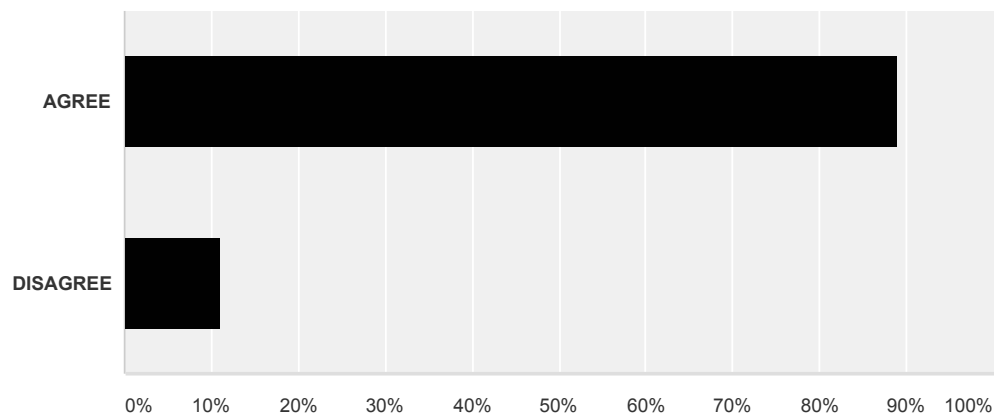
Answered: 35 Skipped: 1



Answer Choices	Responses
AGREE	97.29% 36
DISAGREE	2.70% 1
<b>Total</b>	<b>37</b>

**Q19 Part 5.103 to 5.119 and the associated appendix E concerns the knowledge test which applicants must pass before grant of a licence can be considered. This is to ensure they have sufficient knowledge of Runnymede to be able to take passengers to their destination by the quickest or most efficient route. Do you agree or disagree that this knowledge test policy is reasonable and necessary?**

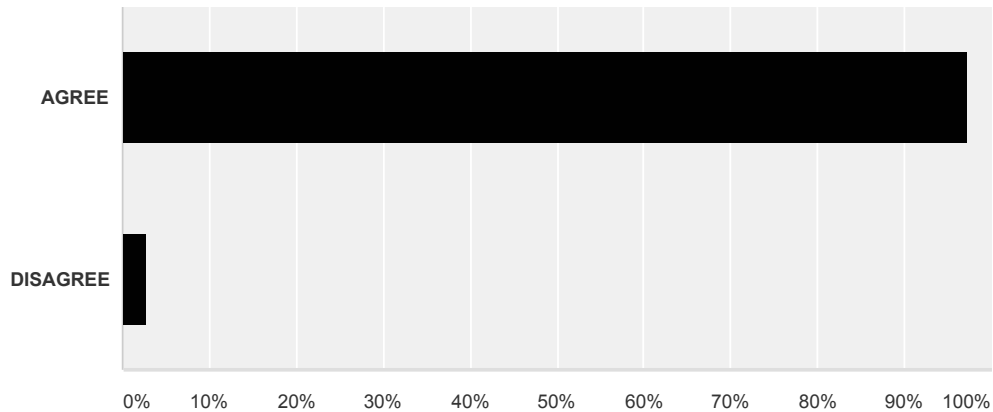
Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	89.47%	34
DISAGREE	10.52%	4
<b>Total</b>		<b>38</b>

**Q20 Part 5.123 to 5.153 and the associated appendix F and G concern conditions on driver licences, the intention is that these ensure the safety of the public. Appendix F contains conditions which are applied to private hire drivers licences. The intention is that these ensure the safety of the public. Do you agree or disagree that these conditions are reasonable and necessary?**

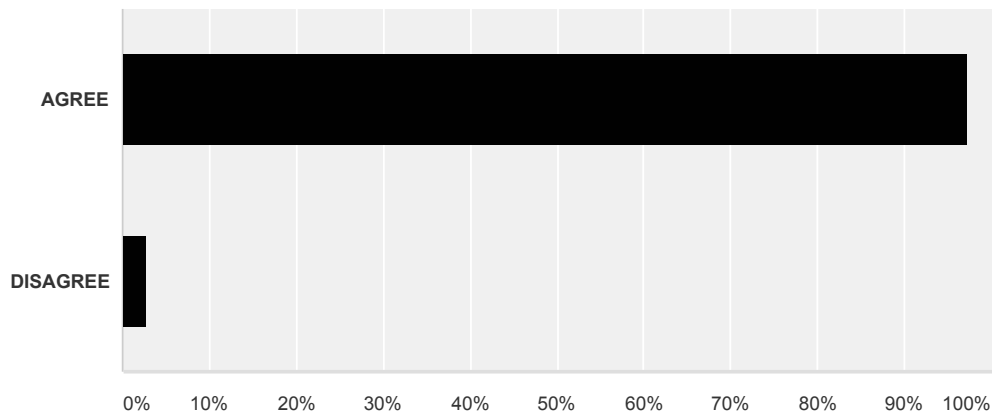
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	97.29% 36
DISAGREE	2.70% 1
<b>Total</b>	<b>37</b>

**Q21 Appendix G contains bylaws and legislation which are applicable to hackney carriage drivers licences. There is no power to apply licensing conditions to hackney carriage drivers licences so regulation has to be by way of bylaws and legislation. The intention is that these ensure the safety of the public. Do you agree or disagree that these conditions / bylaws are reasonable and necessary?**

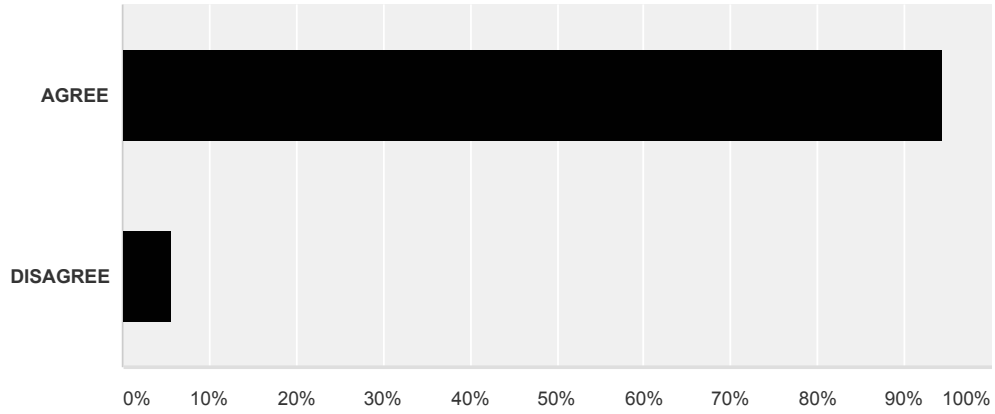
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	97.36% 37
DISAGREE	2.63% 1
<b>Total</b>	<b>38</b>

**Q22 Part 6 of the policy concerns vehicle licensing. Part 6.1 to 6.13 concerns general requirements. Do you agree or disagree that these are reasonable and necessary?**

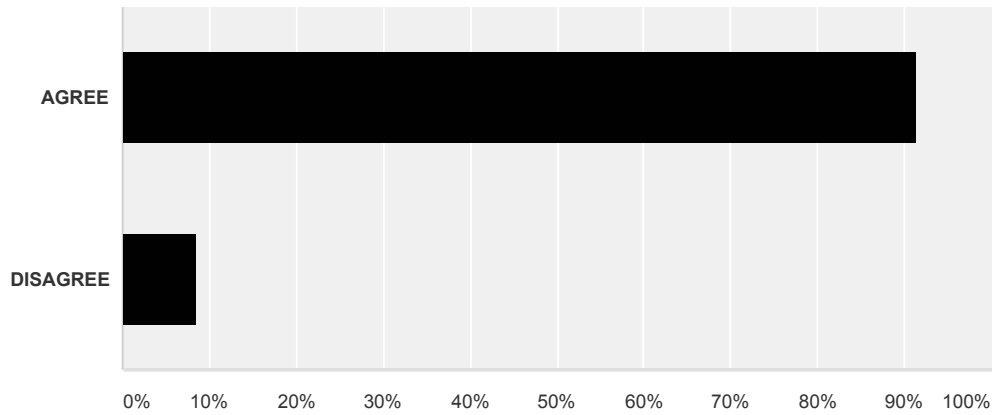
Answered: 35 Skipped: 1



Answer Choices	Responses	
AGREE	94.44%	34
DISAGREE	5.55%	2
<b>Total</b>		<b>36</b>

**Q23 Part 6.16 to 6.142 and the associated appendix F and G concerns vehicle eligibility criteria such as design, capability and standards, many of these relate to the roadworthiness of the vehicle. Do you agree or disagree that the policy ensures that licensed hackney carriages and private hire vehicles provide a safe and reliable service?**

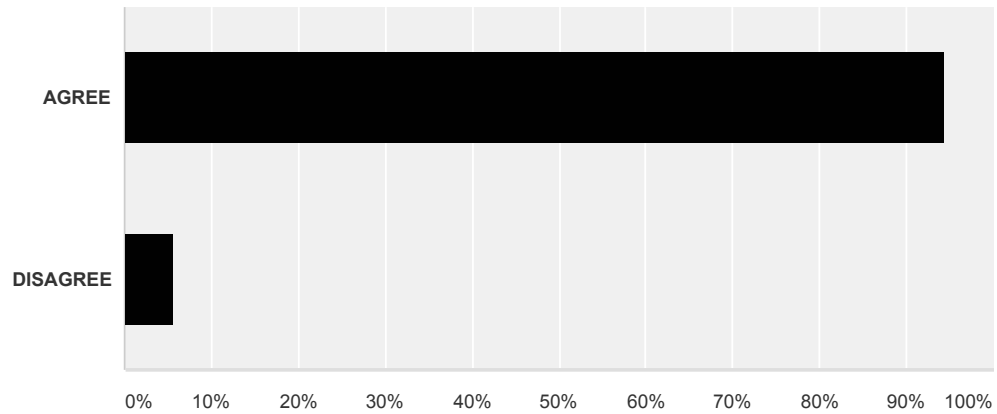
Answered: 35 Skipped: 1



Answer Choices	Responses
AGREE	91.66% 33
DISAGREE	8.33% 3
<b>Total</b>	<b>36</b>

**Q24 Part 6.145 to 6.227 and the associated appendix F and G concern vehicle licensing conditions, these mainly relate to the safety and design of the vehicle. Do you agree or disagree that the policy ensures that licensed hackney carriages and private hire vehicles provide a safe and reliable service?**

Answered: 36 Skipped: 0

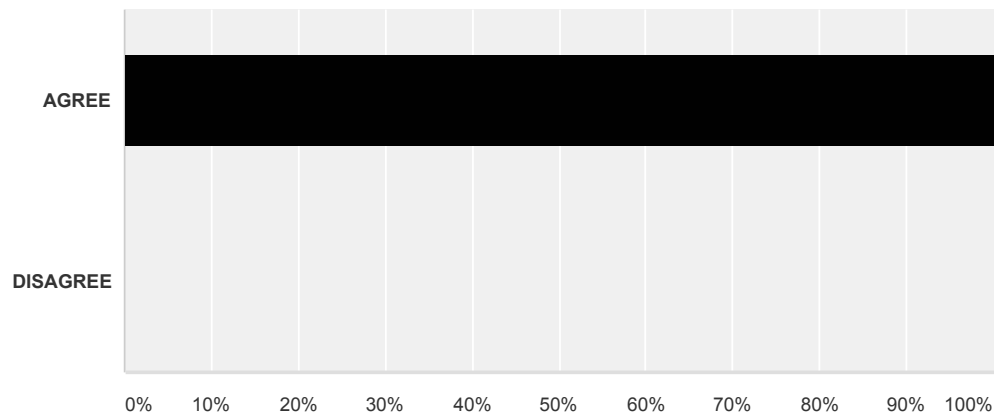


Answer Choices	Responses
AGREE	94.59% 35
DISAGREE	5.40% 2
<b>Total</b>	<b>37</b>



**Q25 The Local Government Miscellaneous Provisions Act 1976 states that a Licensing Authority cannot grant private hire vehicle operator’s licence unless they are satisfied that the applicant is a fit and proper person to hold such a licence. Runnymede Borough Council has reviewed what it considers necessary for a person to be fit and proper. Part 7 of the policy deals with private hire operator licensing standards for determining if an applicant for a private hire operator licence is a fit and proper person. Do you agree or disagree that these are reasonable and necessary?**

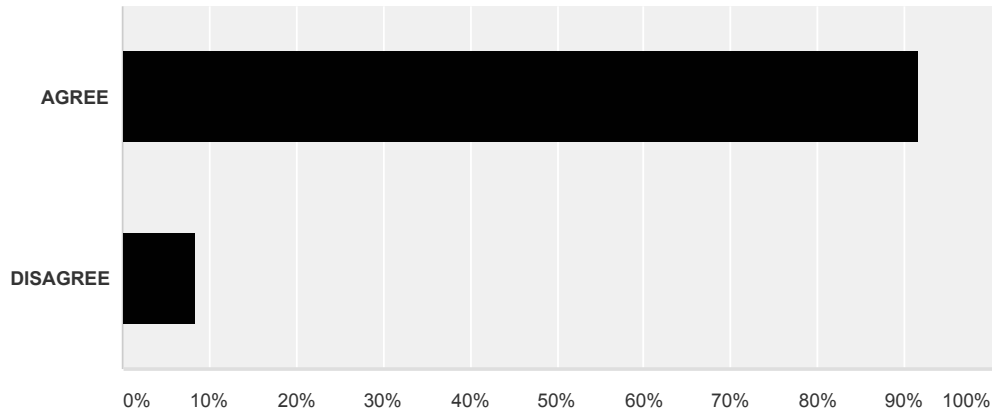
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	97.36% 37
DISAGREE	2.63% 1
<b>Total</b>	<b>38</b>

**Q26 Part 8 concerns hackney carriage fares, how and when they are reviewed, ensuring they are not left stagnant for a period of years. Do you agree or disagree that the steps taken to ensure fares are considered regularly are reasonable?**

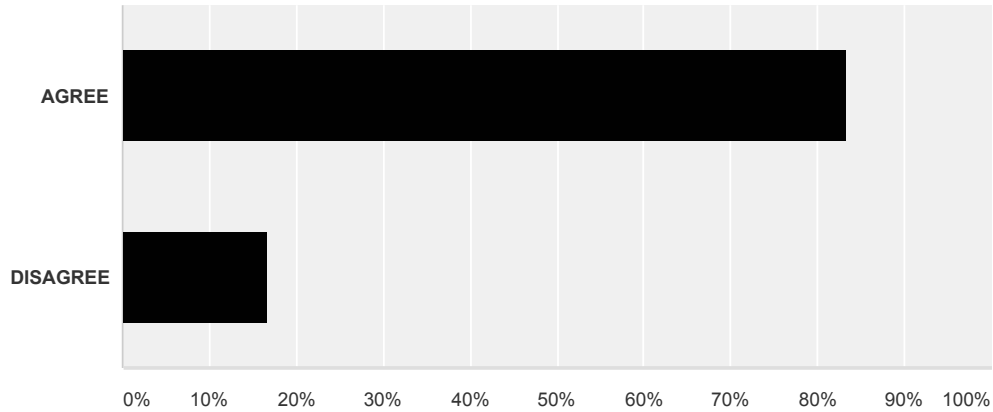
Answered: 36 Skipped: 0



Answer Choices	Responses
AGREE	91.89% 34
DISAGREE	8.10% 3
<b>Total</b>	<b>37</b>

**Q27 Part 9 concerns the fees paid to the Council for the licensing of drivers, vehicles and operators. Licensing authorities are entitled to recover costs of licensing through fees. Do you agree or disagree that the steps taken to ensure fees are considered regularly are reasonable?**

Answered: 36 Skipped: 0



Answer Choices	Responses	
AGREE	81.57%	31
DISAGREE	18.42%	7
<b>Total</b>		<b>38</b>

**Q28 Do you have any general comments  
on any area of the policy. If so please  
give details.**

Answered: 12 Skipped: 26

THESE COMMENTS CAN BE SEEN IN APPENDIX 'C'

**Comments made by respondents and officers considerations.**

I think Council must take reasonable steps to stop [company name redacted ] to work in RBC, and knowledge test must include famous places.

*Officer's comment – The Council will act lawfully and proportionately regarding hackney carriage and private hire enforcement, we have no powers to prevent any operator licenced in another Council area from using their vehicles within Runnymede on pre booked work. The knowledge test does include famous places and landmarks.*

---

Q 27 licensing fees applied by the council to vehicle or driver's license should not be raised when there has been or is no planned fare Increases.

*Officer's comment – Fees and fares are considered each year and it would be poor practice if the only justification for a fare increase were a fee increase. There are many other factors to consider and we must always be wary of pricing local drivers out of business.*

---

I have had significant issues with the pricing of taxis in the local area. [company name redacted ] appear to charge a very high rate which I am sure is not regulated. Also I would consider all of these questions to be leading questions.

*Officer's comment – Private hire operators do not have to adhere to the fee structure although if they have a meter fitted and in use it they must be on the Runnymede fare rate. Private hire operators provide the customer with a quote for a journey, if the customer believes this is to much they can go to another operator or hackney carriage.*

---

Although the licence number is usually easy to read it is not always easy to identify the licensing authority. This makes it difficult to report poor or dangerous driving.

*Officer's comment – We designed our plates specifically to ensure the number is large and clear, that is the most important element. The licensing authority name and crest is also on the plate but due to the limited space it is necessarily smaller, if we made it larger the number would be smaller. We have good communication with all our neighbouring licensing authorities which enable all of us to identify vehicles with just a number even if the authority is not known.*

*The questions are leading questions, the point of the exercise is to find out if respondents agree or disagree. The survey did give respondents the opportunity to make any other comments on any part of the policy as well.*

---

Does this policy cover the [company name redacted] taxi, a private for hire vehicle where a user uses the [company name redacted] app to get the taxi service? Is there a separate policy for [company name redacted] taxi?

*Officer's comment – [company name redacted] is not covered by this policy as they are not licenced by Runnymede. We have no authority to impose any conditions or requirements on any vehicles used by operators from other areas.*

---

It all seems quite logical and fair.

---

Unfair prices hikes 10pm onwards should not be time and a half. Taxis are too expensive in Runnymede without adding extra time. It discourages people using taxis and encourages drink driving!

*Officer's comment - Fares increase after 10pm at 1.25 the standard rate and do not go to 1.5 times the standard rate till midnight. Fares in Runnymede are higher than neighbouring Councils and were increased in 2014 to balance fares so that the public are seen to be properly served and the trade are properly recompensed for their work. They have not been increased again since then and there is no plan to increase them in the financial year 2017/2018.*

---

I feel that the lifting of vehicle age restrictions was not in driver or passenger best interest in both safety and appearance of the licensed fleet, a greater pull off fee should be charged considering the amount of traffic we as drivers have to deal with in rush hours just to get to some parts of the borough on time.

*Officer's comment - The lifting of age vehicle age restrictions has been welcomed by many drivers. The age of a vehicle can have little to do with its suitability; it could be said that mileage effects safety and appearance just as much. It makes good sense to allow older vehicles to be licenced as long as they meet the increased standards for vehicles which were introduced when the age restriction was lifted.*

*With the number of licenced vehicles on the road increasing any increase in the pull off rate has the potential to make Runnymede drivers less competitive. If there was a great body of opinion from the trade to increase this fare that would be considered at next year's fare review. Runnymede fares are higher than those in the surrounding Council areas and in the national fare table they are 41<sup>st</sup> out of 364 Councils with 1<sup>st</sup> being the highest fare.*

---

How are [company name redacted ] drivers licensed - if at all?

[company name redacted ] *are not licenced as an operator in by Runnymede but [company name redacted ] drivers are licenced in the same way as any other driver by a number of adjacent Councils who have licenced [company name redacted ] as an operator.*

---

Very pleased to see that inclusion is made to ensure carriage of disabled persons, dovetailing with Equalities Act., especially 5.75 carriage of assistance dogs, 5.76 carriage of wheelchair users. 5.77 references to the issue of exemption certificates where the driver can provide suitable medical evidence. 5.78 Appeals system clearly set out. Thank you RBC.

*Officer's comment – There may be more changes to this in the future as the Disability Equality Training (Taxi and Private Hire Vehicle Drivers) Bill 2016-17 progresses through Parliament. This is a Bill to make the completion of disability equality training a requirement for the licensing of taxi and private hire vehicle drivers in England and Wales*

---

This rewritten RBC Bylaws and Conditions Hackney Carriage and Private Hire Licensing should have been amended as the years have gone by – not in one go and by one person. There should be a type of book or small manual about how driver's work and how Private Hire Operators are expected to operate fairly with drivers that contract with them. The system should be laid out how RBC Licensing operates with all Taxi Licensing trade.

*Officer's comment – Conditions have been amended over the years but what was lacking was an overall policy which made taxi licensing clear to all. The draft policy has now been completed by the Senior Licensing Officer who took responsibility for the task, in reality the only person in a position to do this. The policy was developed using existing and best practice. The contents were discussed with other members of the licensing team during two whole day policy development meetings prior to consultation; all of the team had an input on the policy.*

*There are manuals available about taxi work, the take a general form and are available from bookshops or online suppliers for any driver who wants to purchase one.*

*Contracts between operators and drivers are not the Councils responsibility.*

*One of the positives of having a policy is that it explains in detail how the Council operates its taxi licensing function.*

---

This should be an open book of Council Taxi Business, Rules, Committees, Appeal Procedures, who Officers are, etc. etc.

*The Council website contains full details on rules, agendas, committees etc.*

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There are no taxi ranks on the public highway (except outside Virginia Water Station) in Runnymede. The main working station rank is Egham, then Chertsey. Addlestone is very quiet. If you do not work off of a station rank then your only choice is to contract to a Private Hire Operator in your main area. Why, over the years have the Council not favoured ranks on the road?

*This is not a case of the Council not favouring ranks on the road, we have nothing against ranks on the road and did put considerable time and effort into the proposal for new on street ranks in Egham in 2015. These were rejected due to County and public objections.*

*The need for ranks in the Egham area in particular is recognised and if the trade can suggest a suitable location we would certainly look closely at it, the trade have been made aware of this several times at forums and through newsletters. This area is not blessed with obvious or suitable rank locations unlike some of the neighbouring towns, it is a small area with many parking restrictions. Looking ahead there is a possibility of some new ranks in the new Addlestone development, we will update the trade if and when this is finalised.*

---

When the rank at Byfleet Station was removed, (reason, lack of use), it should have been agreed with South-West Trains that this be transferred to Virginia Water Station. Where was RBC Licensing? It is suggested that as the Addlestone Rank, that is paid for is placed at Virginia Water Station where there is more business. Addlestone Station rank = lack of use.

*Officer's comment – A rank with two bays had been use at New Haw and Byfleet up until 2007 when South West Trains withdrew the bays due to lack of use I am not aware of whether there was any thought to transfer this use to Virginia Water. Given that at that time two private hire operators had operating bases at Virginia Water Station is unlikely that there would be enough custom.*

*Virginia Water now has one operator based at the station and a fairly small car park; there are two hackney carriage bays in Station parade a short distance from the station.*

*With the development of new homes and facilities in Addlestone it would be short sighted to remove the ranks at the railway station.*

*Placing ranks in Virginia Water Railway Station is not something I believe SWT would agree to due to the loss of spaces and revenue (the amount charged for rental of the bays at current rates would not make up the lost revenue if they were pay as you park spaces).*

---

Thorpe Park should not be on a list of Taxi Ranks for RBC drivers which looks like RBC have more taxi ranks in this area.



*Officer's comment – These are designated ranks, they are there for the trade to use we can't just leave them off the list.*

---

Page 40 Para 6-70 for Private Hire Vehicles the pre-booked only wording was put forward 3 years ago by drivers for door signs. This needs to happen now.

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Page 38 Para 46 Tinted Windows. Privacy Glass should not be limited to only plate exempt vehicles (Limo types) a lot of licensed cabs do the same type of work as plate exempt vehicles.

*Officer's comment – Vehicles carrying out the same work as those which are plate exempt don't necessarily have to be those with privacy glass, they could equally be those with tinted or clear windows.*

*In order to avoid unnecessary expense being caused to the trade through this policy. It is proposed that any existing licenced vehicles which currently have factory fitted privacy glass be allowed to continue to be licenced on a yearly basis until such time as the vehicle is replaced or changes ownership (by change of ownership this includes the regular use of the vehicle by another driver). This will also allow time for drivers to make other arrangements for those customers who insist on vehicles with privacy glass.*

---

Page 35 – Para 16 Eligibility Criteria RBC Licensing Vehicles: Luggage: Number of passengers carried to have a suitable sized boot area. Compartment proportionate size boot area to number of passengers. Engine size of a vehicle should have enough power to carry the licensed amount of passengers plus a large bag for each person.

*Officer's comment – Boot size to passenger ratio would in our view be unnecessary regulation, it is not a matter of safety and would present a barrier to business for many in the trade.*

*Engine size is not a true benchmark of an engines power output, efficient small engines are becoming increasingly available and in many cases are more powerful than some larger older type engines. We want to encourage the use of more environmentally friendly vehicles and this is one way to do it. These smaller engine vehicles are typically ideal for the shorter local journeys.*

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Page 19 – Para 5-31 this should not be strongly recommended for new drivers' applications to sign up to register with the DBS online update service as you are paying twice. £44.00 + £13 straight away for a yearly check. They will probably be persuaded or pressurised to go this way to get a licence or not understand how much in total they are paying. Their right of

choice. Also it has to be done by on-line banking. No bank details on-line equals no CRB check. Too many scams on-line.

*Officer's comment – We strongly recommend the update service as it is in the drivers interest to keep their DBS in date. If they do not renew their DBS on time they may find themselves being suspended for some time - the financial loss would be considerable.*

*Please note we are strongly recommending this, it is not a condition as in some other authorities, the drivers still have the choice.*

*Drivers do not pay twice for the DBS update service, they pay £44 for the normal 3 yearly DBS certificate and if they then register for the update service this is the only time they have to pay this £44. They then pay a further £13 to subscribe to the update service. They then pay £13 each year thereafter. In addition the Council waive the admin fee of £11 for the DBS check if drivers register for the update service.*

*For example, for DBS checks over a six year period, if a driver were not registered for the update service they would pay £44 plus £11 admin at year one and a further £44 +11 admin at the end of year three, total £110.*

*A driver who registers with the update service would pay £44 at year one plus £13 for the first years subscription and £13 in year two three, four, five and six, total £122. thats £12 more over six years.*

*In subsequent three year periods the update service will cost less, (3 X£13) £39 compared to (£44+11) £55.*

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Page 19 – P32. The word refusal should be taken out of this. This gives the taxi licensing choice of any driver to be refused or suspended by NAME. Some Boroughs are very reasonable if your CRB is late coming back and your Taxi Licence is out of date. You sign a form stating you are of good conduct and character for a temporary licence to work.

*Officer's comment – We are aware of the problems caused by DBS delays and adopt a pragmatic approach to this. However where a driver refuses to provide us with the DBS certificate they have received or refuses to provide a completed DBS request form then it is entirely legal and proper for the Council to refuse or suspend a licence.*

*Runnymede's current driver's application form specifically asks the question "Have you been convicted, cautioned or bound over for any CRIMINAL or MOTORING OFFENCES? which have not been previously disclosed to Runnymede Borough Council YES/NO"*

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Why is the system of how the RBC Licensing not explained in the rewritten bylaws and conditions. For new starter drivers and old that do not understand how things go on with rules and regulations.

*By having a policy we are explaining the legislation and why we have particular conditions and requirements.*

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Page 38 – 6.45. How is it possible for taxi licensing to tell when a vehicle is being plated if there has been part worn tyres fitted from the worn tyres that the vehicle is running on.

*Officer's comment – The motor vehicle tyres (safety) regulations 1994 set out the requirement for marking part worn tyres.*

*It is the drivers responsibly to ensure the vehicle meets the conditions, we will be putting the regulations on our website for their information.*

*Should it be necessary there could at a future date be a requirement for vehicle proprietors to retain invoices / receipts to show that any tyre that is purchased meets this requirement.*

---

Page 52 – 6.206. Mr R Smith has said a defined colour or marking of hackney vehicles will definitely not be happening in the future so this wording in 6.206 is not needed.

*Officer's comment – This wording is still required, circumstances and views can change over time.*

## EQUALITY SCREENING

Equality Impact Assessment guidance should be considered when completing this form.

POLICY/FUNCTION/ACTIVITY	LEAD OFFICER
Hackney Carriage and Private Hire Licensing Policy	Robert Smith

**A. What is the aim of this policy, function or activity? Why is it needed? What is it hoped to achieve and how will it be ensured it works as intended? Does it affect service users, employees or the wider community?**

The Council has a number of existing conditions, bylaws and requirements in relation to taxi and private hire licensing. These have been agreed by Committees over the years and whilst readily available, they are not contained within the context of a policy in one formal document.

This draft policy brings together in one document the Council's policy standards, the current conditions, bylaws and requirements while at the same time updating and revising those which are out of date or have been shown to be ineffective.

The introduction of a comprehensive policy will allow the Council's bylaws, conditions and requirements around taxi licensing to be transparent, easily understood and unambiguous.

Those in the trade will be able to understand the legislation and reasoning behind any bylaws, conditions or requirements and the public will be better protected by a comprehensive enforceable taxi licensing policy.

**B. Is this policy, function or activity relevant to equality? Does the policy relate to an area in which there are known inequalities, or where different groups have different needs or experience? Remember, it may be relevant because there are opportunities to promote equality and greater access, not just potential for adverse impacts or unlawful discrimination.**

The regulations governing the carriage of disabled persons and any exemptions are contained in the Equality Act 2010 section 160 – 173, this is recognised within the policy.

The exemptions which are referred to in the policy include:

Reference to exemptions to carrying assistance dogs. A positive impact in preventing any misuse of exemptions is that notices of exemption must, as a licensing condition, be displayed in the vehicle and there is scope for the introduction of a tactile certificate. An exemption certificate will only be issued where there is specific evidence from the driver's GP.

While exemptions affect those with a disability in that they will not be able to hire that vehicle if they have an assistance dog, the positive impact is that people with an aversion or allergy to dogs would now be able to become or remain drivers by obtaining an exemption certificate.

A further positive impact which promotes equality relates to the exemption from handling luggage and wheelchairs. Again drivers with a disability would be able to be drivers, and not have to perform tasks that would cause discomfort or pain because of their disability.

The policy has a positive impact in relation to those with assistance dogs by making clear the Council's expectations and legal requirements. To assist the taxi trade a Guide Dogs Association flyer called 'Top tips for taxi drivers' will be made available on the Council's website and distributed to all taxi operators.

There is flexibility built in to the Policy so that someone who has not been granted a certificate could

request a re-assessment.

With regard to those using the vehicles, there are vehicles adapted for wheelchair use and the list of Private Hire Operators on the Council's website identifies those companies who have such vehicles.

Whilst the knowledge test is in writing, there is flexibility in appropriate cases for officers to conduct the test orally, so that those who have reading difficulties may be assessed fairly. This includes (d) those applicants who have dyslexia, but is not limited to those who have a GP certified disability.

The flexibility in the policy means that those drivers who speak and understand English but who do not have the written ability that other drivers possess would not be excluded from obtaining a licence

The Council considers it would be potentially discriminatory to introduce a requirement that drivers pass an English language test

With regard to the protected characteristic of 'age'.

The frequency for a medical examination for taxi drivers differs according to a person's age; those over 60 require a medical every year while those under 60 only require a medical every 5 years, the content of the medical is the same. These medicals must be carried out by the person's GP or another Doctor with access to their medical records, there is a fee for this of around £80 depending on the practice. The impact of this requirement for yearly medicals does mean those over 60 have to pay every year instead of every 5 years.

The medical requirement enhances public safety; the Council must be able to demonstrate it is taking all reasonable steps to ensure as far as possible that drivers are fit and proper persons to convey members of the public. Therefore, a regular medical check-up is absolutely essential.

Responsibility for determining any higher standards and medical requirements for a taxi driver, over and above the driver licensing requirements, rests with the Local Authority.

Runnymede decided in 2004 that the age requirements for medicals should differ from those specified by DVLA whose medical requirement for an initial medical is followed by a 5 yearly medical up to the age 65 and yearly thereafter.

Advice on best practice for local authorities issuing taxi licences is given by the booklet, 'Fitness to drive: a guide for health professionals', published in 2006 by The Royal Society of Medicine (RSM) on behalf of the Department for Transport.

This guide for local authorities recommends that taxi drivers should meet the same medical standards that Group 2 bus and lorry drivers must meet under the DVLA's requirements.

While this could be seen as direct discrimination it is considered that Section 13 (2) of the Equality Act 2010 applies in that treating the over 60s differently is done to ensure the driver is fit and safe to drive and is therefore considered to be proportionate.

There is a restriction on the age a person must attain before they can apply for a taxi drivers licence, i.e. that they must have reached the age of 21 and have held a full licence for two years. This may be considered as discriminating against younger drivers. The reasoning behind this is a matter of public safety, it mirrors the age restriction on bus drivers which again involves the carriage of passengers and allows people to gain some driving experience before they become a taxi driver.

Again while this restriction could be considered discriminatory, the aim is to secure public safety and it is considered to be a proportionate measure to achieve that safety.

With regard to the protected characteristic of 'Religion'.

The policy recognises religious belief by making an exemption regarding wearing headgear or veil for religious reasons when providing a photograph for the driver's licence

With regard to the protected characteristic of 'disability'.

Currently, there is no legal requirement for taxis to be wheelchair friendly. However, the Council recognises accessibility of vehicles and encourages operators to recognise the potential market for accessible vehicles. It also requires drivers to provide reasonable assistance with luggage (including shopping), those entering or alighting from the vehicle (including wheelchair users) and the carriage of assistance dogs.

There is a possibility that drivers may find some accessibility matters difficult to comply with due to their own medical condition or disability and in these circumstances there is scope to issue a certificate of exemption for the above.

It cannot be expected that all taxi drivers will assist with any luggage etc. therefore no passenger with a disability is adversely affected by the exemptions as they would need to check on booking that the taxi/driver met their needs.

The Fit and Proper test protects the vulnerable including those in the protected characteristic of age (young and elderly), sex (women), disability, (mentally and physically disabled)

The Local Government (Miscellaneous Provisions) Act 1976 (sections 51 and 59) stipulate that drivers must meet a fit and proper test. The test is not specified but assistance as to measures that can be undertaken can be found in the Department of Transport's Taxi and Private Hire Licensing Guide dated March 2010. This describes some of the personal checks that can be made to meet the fit and proper person test. Runnymede's requirements to meet this fit and proper test are comprehensive, fair and lawful and in our view provide added assurance that the person driving the vehicle is as reliable and trustworthy as can be ascertained.

This includes enhanced DBS checks or Certificate of Good Conduct being required for all drivers including sufficient background checks for those applicants that have lived overseas.

The Council have produced a 'Taxi Safety' leaflet which is published on the Council website. This has also been shared with Royal Holloway University of London and has been included in the information they give out to students, particularly new students.

Other vulnerable groups will be impacted in a positive way in the same way as stated above. So those with mental or physical disabilities, or the elderly, will not be subjected to any underhand practices.

With regard to the protected characteristic of age and gender.

This policy would have a positive impact on the protected characteristics of age and gender regarding those who are vulnerable to exploitation. Drivers and operators will have a better understanding of the breadth of the problem, the signs to look for and the action to take.

The Council in conjunction with other Surrey Local Authorities and County Council are developing a Child Sex Exploitation (CSE) training/awareness program. This is in the early stages of development but once available and decided on it will be a mandatory condition that all drivers and operators licenced by Runnymede complete this training.

The policy will be updated as required following changes to working practices, case law and legislation or national guidance. Following implementation the policy will be monitored for its effectiveness in practice and feedback will be sought from the trade through the regular taxi forums.

The day to day workings of the policy will be overseen by the Senior Licensing Officer. The policy as a whole will be reviewed every three years.

**C. If the policy, function or activity is not considered to be relevant to equality, what are the reasons for this conclusion? What evidence has been used to make this decision? A simple statement of 'no relevance' or 'no data' is not sufficient.**

The Policy and functions carried out in pursuance of this policy do not require a Full Impact Assessment. The basis for this decision is as follows;

- Parts of the Policy contain aspects of the Equality Act 2010 that relate to the carriage of disabled people.
- The policy in terms of criteria for medical examinations and age are set at a National Level or comply with guidance provided by the Department for Transport
- The Council has conducted a consultation exercise regarding the Draft policy and while only one comment was received concerning equality, that comment approved the approach taken to those with a disability.

- Each application is considered on a case by case basis, and there is an internal mechanism in place to cater for applicants who require a reconsideration of the decision made or whose circumstances are not catered for in the Policy.
- Much of the policy has been in practice previously, and it is considered a full impact assessment is not required based on the day to day implementation of those parts of the policy.

This screening assessment was referred to the Equality Group on 3 December 2016 for challenge and was amended in line with the Groups advice.

Date completed: 13/12/16

Sign-off by senior manager:

A handwritten signature in black ink, appearing to read 'P. B. ...', is written over the 'Sign-off by senior manager:' text.



# Top Tips for Taxi Drivers



## How to assist blind or partially sighted passengers

### Help me find you

I might not be able to find you without your help, so you'll need to find me and help me to your car.

### Ask me what I need

Ask how you can help guide me to your vehicle. It's really helpful to explain the layout of the vehicle so that I can get into it safely.

### Wait for me to sit down

Please make sure I'm sat down safely before driving off; I might need your help to find and secure my seat belt.

### Me and my guide dog

If I have a guide dog you can ask me to make sure that it is lying down by my feet.

### How is the journey going?

Please remember to talk to me and let me know about any delays, diversions or other things which might affect the journey.

### Are we there yet?

Let me know when we've arrived at my destination, and tell me what the fare is or what the meter says, remembering that there's no extra charge for guide dogs.

### When we get there...

At the end of my journey you might have to help me to get from your car to my final destination.

### Allergic to dogs?

If you can't take my guide dog because of a medical problem, it's really important that you or your company find me someone else who can get me where I want to go.

### Thank you for your help!



## Fees and charges

### Taxi licences

Charge Status	From April 2015 £	From April 2016 £	From April 2017 £	% Increase	Yield £	VAT treatment	
<b>Taxi and Hackney Carriage licensing fees (outside scope of VAT)</b>							
<b>Vehicle applications</b>							
Hackney Carriage licence	Discretionary	270.00	270.00	270.00	0.00%	57,000	Outside Scope
Private hire vehicle licence	Discretionary	240.00	240.00	241.00	0.42%		Outside Scope
Temporary Hackney Carriage/private hire vehicles for period of 14 days extendable to 28 days when the licence is for a replacement vehicle provided by a specialist company while accident damage repair is carried out on a licensed Hackney Carriage or private hire vehicle	Discretionary	165.00	165.00	162.00	-1.82%		Outside Scope
<b>Changes to licence</b>							
Change of vehicle during the licensing period (i.e. transfer to replacement vehicle for balance of licence period - existing plate must be returned)	Discretionary	110.00	110.00	108.00	-1.82%	1,100	Outside Scope
Change of vehicle licence type during the licensing period (e.g. from Hackney Carriage to private hire)	Discretionary	105.00	105.00	107.00	1.90%		Outside Scope
Change of drivers licence during the licensing period (e.g. From private hire to Hackney Carriage drivers licence)	Discretionary	45.00	45.00	44.00	-2.22%		Outside Scope
<b>Drivers licence new applications</b>							
Combined Hackney Carriage and private hire drivers licence - one year	Discretionary	205.00	205.00	240.00	17.07%	3,600	Outside Scope
Combined Hackney Carriage and private hire drivers licence - three year	Discretionary	420.00	420.00	443.00	5.48%		Outside Scope
Private hire drivers licence - one year	Discretionary	205.00	205.00	240.00	17.07%		Outside Scope
Private hire drivers licence - three year	Discretionary	420.00	420.00	443.00	5.48%		Outside Scope
<b>Drivers licence renewals</b>							
Combined Hackney Carriage and private hire drivers licence - one year	Discretionary	185.00	185.00	191.00	3.24%	26,000	Outside Scope
Combined Hackney Carriage and private hire drivers licence - three year	Discretionary	385.00	385.00	396.00	2.86%		Outside Scope
Private hire drivers licence - one year	Discretionary	185.00	185.00	191.00	3.24%		Outside Scope
Private hire drivers licence - three year	Discretionary	385.00	385.00	396.00	2.86%		Outside Scope
<b>Private hire operators licence (valid for 1 year)</b>							
1 vehicle owner/driver	Discretionary	150.00	150.00	172.00	14.67%	4,000	Outside Scope
2 - 5 vehicles	Discretionary	170.00	170.00	193.00	13.53%		Outside Scope
6 - 20 vehicles	Discretionary	225.00	225.00	274.00	21.78%		Outside Scope
21 - 40 vehicles	Discretionary	305.00	305.00	381.00	24.92%		Outside Scope
41 - 60 vehicles	Discretionary	385.00	385.00	489.00	27.01%		Outside Scope
61 - 80 vehicles	Discretionary	465.00	465.00	596.00	28.17%		Outside Scope
81 - 100 vehicles	Discretionary	540.00	540.00	703.00	30.19%		Outside Scope
<b>Private hire operators licence (valid for 5 years)</b>							
1 vehicle owner/driver	Discretionary	520.00	520.00	524.00	0.77%	4,000	Outside Scope
2 - 5 vehicles	Discretionary	535.00	535.00	545.00	1.87%		Outside Scope
6 - 20 vehicles	Discretionary	595.00	595.00	626.00	5.21%		Outside Scope
21 - 40 vehicles	Discretionary	675.00	675.00	733.00	8.59%		Outside Scope
41 - 60 vehicles	Discretionary	750.00	750.00	841.00	12.13%		Outside Scope
61 - 80 vehicles	Discretionary	830.00	830.00	948.00	14.22%		Outside Scope
81 - 100 vehicles	Discretionary	910.00	910.00	1,056.00	16.04%		Outside Scope

## Fees and charges

### Taxi licences

Charge Status	From April 2015 £	From April 2016 £	From April 2017 £	% Increase	Yield £	VAT treatment
<b><u>Pre application and other charges</u></b>						
Failure to keep appointment / comply with renewal procedures	50.00	50.00	50.00	0.00%	8,000	Outside Scope
DVLA Disclosure fixed fee (£5) and processing charge	13.00	13.00	15.00	15.38%		Outside Scope
Knowledge test including re-takes	58.00	58.00	68.00	17.24%		Outside Scope
New drivers information pack	25.00	25.00	25.00	0.00%		Outside Scope
Disclosure & Barring Service (DBS) fixed fee (£44) plus processing charge (The Council's processing charge of £9.68 will not be charged for those who register with the DBS online service)	55.00	55.00	54.00	-1.82%		Outside Scope

Any change of vehicle during the licensing period will be charged at the appropriate vehicle licence rate. Credit will not be given for unexpired period of vehicles or drivers licences if the licence is surrendered.

$\frac{p.6}{3.5}$ . THE HOURLY RATE SEEMS EXCESSIVE  
WHERE IS THE EVIDENCE TO SUPPORT  
THESE HIGH HOURLY RATES.  
NEED TO SEE A BREAKDOWN.

$\frac{p.6}{3.3}$  FEE STRUCTURE, ALLOW FOR A STANDARD  
ACCOUNTABLE METHOD OF CALCULATING FEES?  
HE HAS + IT UP 10%. MR. SMITH HAS TOLD  
YOU THIS WILL BE NOT USED AGAIN??

## Licensing

### Overtime rates @

01.09.16

		Environmental Health Manager	Senior Licensing Officer	Licensing Officer	Customer Services Advisor (Admin)
		SMB £ pa	10 £ pa	8 £ pa	7 £ pa
Salaries		60,848	33,988	27,585	24,855
approx. calculation of hours worked					
Number of hours in the year	1924				
less annual leave hours for 27 days + 8 BH (7 Weeks)	-259				
less average sick 8 days (1.6 weeks)	-59				
less non productive time eg reading, appraisals meetings, discussions guess 5hrs per week	-217				
estimated number of rechargeable hours	1389	1388.8	1388.8	1388.8	1388.8
	divide by the no. of hours =	43.81	24.47	19.86	17.90
Plus on-costs (Employers NI & Pensions)	25.5%	11.17	6.24	5.06	4.56
		54.99	30.71	24.93	22.46
plus overheads (Travel, IT, Accom etc) as per Taxi 2016/17 Budget Book page 216	158.6%	87.18	48.70	39.52	35.61
	<b>The value of an hour</b>	142.17	79.41	64.45	58.07

These are all Estimated Recharge Rates based on the top of the grade.  
They are not the actual cost of an extra hours work.

## Taxi licensing

### Budget for the year ending 31 March 2017

#### Expenditure

##### Employees

	<u>2014/15</u>	<u>2015/16</u>	<u>2015/16</u>	<u>2016/17</u>
	<u>Actual</u>	<u>Estimate</u>	<u>Probable</u>	<u>Estimate</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Salaries	37,500	38,500	38,500	41,400
Training and recruitment	135	250	250	250
<u>Premises related expenses</u>				
Rent, rates and insurance (taxi bay rentals)	3,365	3,665	3,737	4,080
<u>Transport related expenditure</u>				
Car allowances	1,300	900	900	800
<u>Supplies and services</u>				
Equipment, furniture and materials	2,114	1,500	2,000	2,000
General office expenses	1,087	1,350	1,350	1,350
Communication and computing	506	600	600	600
Services and expenses	5,576	3,250	6,000	6,000
<u>Support services</u>				
Financial services	3,200	3,300	3,400	3,500
Information technology	6,000	6,500	6,400	6,700
Human resources	1,500	1,100	1,100	1,200
Office accommodation	6,300	4,800	4,800	4,400
Customer services	25,400	24,400	28,600	28,600
Law and governance	13,300	14,000	14,000	2,500
Technical services	2,950	3,420	3,580	3,660
<b>Gross expenditure</b>	<b>110,233</b>	<b>107,535</b>	<b>115,217</b>	<b>107,040</b>

#### Income

Costs recovered (DBS checks)	4,947	2,000	5,000	5,000
Sales, fees and charges	103,321	100,250	99,500	98,450
<b>Gross income</b>	<b>108,268</b>	<b>102,250</b>	<b>104,500</b>	<b>103,450</b>
<b>Net expenditure / (surplus)</b>	<b>1,965</b>	<b>5,285</b>	<b>10,717</b>	<b>3,590</b>

## Taxi Licensing Fee Construction Overview

### Power to levy a fee

Drivers Licence Fees – LG(MPA) 1976 s53(2)

“Notwithstanding the provisions of the Act of 1847, a district council may demand and recover for the grant to any person of a licence to drive a hackney carriage, or a private hire vehicle, as the case may be, such a fee as they consider reasonable with a view to recovering the costs of issue and administration and may remit the whole or part of the fee in respect of a private hire vehicle in any case in which they think it appropriate to do so.”

### Vehicles & operators’ licences – LG(MPA) 1976 s70(1)

Subject to the provisions of subsection (2) of this section, a district council may charge such fees for the grant of vehicle and operators’ licences as may be resolved by them from time to time and as may be sufficient in the aggregate to cover in whole or in part—

- (a) the reasonable cost of the carrying out by or on behalf of the district council of inspections of hackney carriages and private hire vehicles for the purpose of determining whether any such licence should be granted or renewed;
- (b) the reasonable cost of providing hackney carriage stands; and
- (c) any reasonable administrative or other costs in connection with the foregoing and with the control and supervision of hackney carriages and private hire vehicles.

R v Manchester City Council, ex p King (1991) –

The cost of the licence has to be related to the cost of the licensing scheme itself.

### Construction of Fees

The fees for vehicle applications are made up of four elements

Application Processing	Consumables	Administration	Monitoring Compliance
------------------------	-------------	----------------	-----------------------

Because the legislation does not permit the levying of fees to recover the costs of enforcement with regard to Drivers and Private Hire Operators, fees for these applications are made up of only three elements.

Application Processing	Consumables	Administration
------------------------	-------------	----------------

The cost of each of these elements are calculated using an hourly rate (constructed from salary costs and non salary on costs) for a Customer Service Advisor, Licensing Officer, Senior Licensing Office and the Manager. Each element is split down into a series of activities against which a time allocation\* is given and the appropriate proportion of the hourly rate is then applied and totalled to give an overall cost for each element. In the case of administration and compliance this total cost is then split across the number of applications received (administration) and the number of vehicles licences issued (compliance) .

Application Processing	Time taken to process application from receipt of initial enquiry to issue of licence
Consumables	Cost of physical items such as plate, badge etc.
Administration	Time allocated to maintenance of procedures, training, fee setting, service complaints etc.
Monitoring Compliance	Time allocated to compliance checking

## Taxi Licensing Costs

### Drivers

Application Type	Total Cost
HC/PH driver licence – grant, 1 year	<b>£239.84</b>
HC/PH driver licence - grant, 3 years	<b>£443.08</b>
HC/PH driver licence – renewal, 1 year	<b>£191.41</b>
HC/PH driver licence – renewal, 3 years	<b>£396.37</b>
Change of licence type	<b>£44.19</b>

### Construction of total cost

Application Processing	Consumables	Administration	Medical
£147.37	£0.79	£76.68	£15.00
£167.26	£0.79	£230.04	£45.00
£95.06	£4.66	£76.68	£15.00
£115.48	£5.86	£230.04	£45.00
£43.40	£0.79	n/a	n/a

### Vehicles

Type	Total Cost
Vehicle Licence (HC)	£270.10
Vehicle Licence (PH)	<b>£241.17</b>
Change of vehicle licence type	<b>£106.65</b>
Change of ownership	
Change of vehicle	<b>£107.83</b>
Change of vehicle registration number	
Temporary Vehicle licence	<b>£162.10</b>

Application Processing	Consumables	Administration	Monitoring and compliance
£149.71	£3.39	£76.68	£40.33
£120.78	£3.39	£76.68	£40.33
£103.26	£3.39	n/a	n/a
£104.44	£3.39	n/a	n/a
£158.71	£3.39	n/a	n/a

### Operators

Application Type	Total 1yr	Total 5YR	5 YR Application Processing	Consumables-5yr	Administration	Administration 5yr licence	1 YR Application processing	Consumables - 1yr
Operator licence 0-1 Vehicles	<b>£171.67</b>	<b>£523.81</b>	£140.42	£0.00	£76.68	£383.39	£94.99	£0.00
Operator licence 2-5 Vehicles	<b>£193.15</b>	<b>£545.29</b>	£161.90	£0.00	£76.68	£383.39	£116.47	£0.00
Operator licence 6-20 Vehicles	<b>£273.71</b>	<b>£625.85</b>	£242.46	£0.00	£76.68	£383.39	£197.03	£0.00
Operator licence 21-40 Vehicles	<b>£381.13</b>	<b>£733.27</b>	£349.88	£0.00	£76.68	£383.39	£304.45	£0.00
Operator licence 41-60 Vehicles	<b>£488.55</b>	<b>£840.69</b>	£457.30	£0.00	£76.68	£383.39	£411.87	£0.00
Operator licence 61-80 Vehicles	<b>£595.96</b>	<b>£948.10</b>	£564.71	£0.00	£76.68	£383.39	£519.28	£0.00
Operator licence over 80 Vehicles	<b>£703.38</b>	<b>£1,055.52</b>	£672.13	£0.00	£76.68	£383.39	£626.70	£0.00

Knowledge test - pre application and retake	<b>£68.43</b>
Information pack - pre application	<b>£24.68</b>
DBS form, fixed fee plus- checking and dispatch - pre application	<b>£53.68</b>
DVLA mandate, fixed fee plus- checking and dispatch - pre application	<b>£14.68</b>



Base Costs for Taxi Fees Calculations 2017 -2018

**Base consumables costs (only those not included within recharges)**

Consumable	Cost £'s
Protective clear plate cover	1.11
	2.23
Self adhesive window plate holder	1.42
Self adhesive window plate	0.43
Drivers badge	0.43
Drivers badge holder	0.36
<b>DBS / DVLA for New Drivers Grant</b>	
DBS	44.00
DVLA	5.00

**Base staffing costs used to populate fee construction elements**

Position	P/H Cost £'s
Senior Licensing Officer	79.41
Licensing Officer	64.45
Licensing Manager	142.17
Customer Service Advisor	58.07
Medical advisor consultation 10 per yr. total	33.37
Medial advisor consultation div by no drivers	3.34
Hall hire for forums	£28.00

**Recharge for SWT taxi bays**

Egham	£2,590.02
Chertsey	£863.34
Addlestone	£863.34
Total	£4,316.70
Pre Application charges	
Information pack	£25:00
DBS form, fixed fee plus- checking and dispatch - pre application	£55.62
DVLA mandate, fixed fee plus- checking and dispatch - pre application	£13.41
Knowledge test - pre application and retakes charged	£57.98
Total pre application cost	£127.01

**Medicals**

Annual	65
5 Yearly	162
Av no medicals PY	119

**Anticipated Numbers of Licences 2015 - 2016**

Operators	23
HC/PH Drivers	242
HC Vehicles	141
PH Vehicles	89
Total	495

**Anticipated Numbers of Licences 2016 - 2017**

Operators	23
HC/PH Drivers	227
HC Vehicles	136
PH Vehicles	81
Total	467

**Anticipated Numbers of Licences 2017- 2018**

Operators	24
HC/PH Drivers	227
HC Vehicles	136
PH Vehicles	79
Total	466

Staff Times / Cost estimates to administer regime in 2017 - 2018

Total Annual Cost	£35,732.11
Anticipated No of Taxi apps	466.00
Cost per annum not per application	£76.68

**Costs per Annum, not per application**

	Responsible Officer	Hours	Cost
<i>General Enquires - Non application Specific i.e. Policy, Fees Criteria</i>	<i>Customer Service Advisor</i>	52:00	£3,019.64
	Licensing Officer	52:00:00	£3,351.40
	Senior Licensing Officer	25:00:00	£1,985.25
<i>Levying Fees and fares</i>			
<i>Fee and fare setting</i>	Senior Licensing Officer	35:00:00	£2,779.35
	Senior Licensing Officer		
<i>Taxi policy and procedure maintenance</i> <i>Includes policy development, review of</i> <i>procedures/forms and updates necessary from</i> <i>legal advice or discussion with the trade</i>	Senior Licensing Officer	100:00:00	£7,941.00
<i>Taxi Forum</i>			
<i>Attendance</i>	Licensing Officer	40:00	£2,578.00
<i>Attendance agenda and notes</i>	Customer Service Advisor	18:00	£1,045.26
<i>Preparation agenda and notes</i>	Senior Licensing Officer	20:00	£1,588.20
<i>Cost of hall hire</i>			£84.00
<i>Website Maintenance</i>	Senior Licensing Officer	36:00:00	£2,858.76
<i>Report preparation</i>			
<i>Annual report</i>	Senior Licensing Officer	14:00	£1,111.74
	Licensing Manager	1:00	£142.17
<i>Regulatory reports x 7</i>	Senior Licensing Officer	70:00	£5,558.70
<i>Regulatory reports x 7, checking by manager</i>	Licensing Manager	7:00	£995.19
<i>Driver and vehicle suspensions</i>	Senior Licensing Officer	8:00	£635.28
	Licensing Manager	1:00	£142.17
<b>Administration Totals</b>		222:00	£35,732.11
<b>Officer Administration Totals</b>			
	Customer Service Advisor		£4,064.90
	Licensing Officer		£5,929.40
	Senior Licensing Officer		£24,458.28
	Licensing Manager		£1,279.53
<b>Accuracy Check</b>	<b>(Officer Totals must equal Administration Totals)</b>		£35,732.11

Staff Times / Cost estimates to supervise regime 2017 - 2018

Costs per licence

Total Annual Cost	£8,670.18
Anticipated No of Veh Lic's	215
Cost per licence	£40.33

Table below shows Costs per Annum, not per licence

	Responsible Officer	Hours	Cost
<i>Complaints - Vehicles</i>			
<i>Investigation and recording</i>	Licensing Officer	40:00:00	£2,578.00
	Senior Licensing Officer	40:00	£3,176.40
<i>Joint Operations</i>			
<i>Includes exchanges of information, attendance at operations and recording.</i>	Licensing Officer	36:00	£2,320.20
	Senior Licensing Officer	7:30:00	£595.58
<i>Enforcement Action</i>			
<i>No charge levied</i>			
Supervision Totals			£8,670.18
Officer Supervision Totals			
	Licensing Officer		£4,898.20
	Senior Licensing Officer		£3,771.98
Accuracy Check	(Officer Totals must equal Supervision Totals)		£8,670.18
	Operators only		
	Responsible Officer		
<i>Monitoring Compliance</i>			
<i>Initial licensing Inspection of premises and records</i>	Licensing Officer	1:30	£96.68
<i>Ongoing yearly inspection of records</i>			
0-20 vehicles		0:15	£16.11
21-40 vehicles		0:35	£37.60
41-60 vehicles		0:50	£53.71
60-80 vehicles		1:05	£69.82
80-100 vehicles		1:20	£85.93
<i>Ongoing yearly inspection of operators records</i>	Licensing Officer		
0-20 vehicles		01:05	69.82
21-40 vehicles		01:20	85.93333333
41-60 vehicles		01:35	102.0458333
60-80 vehicles		01:50	118.1583333
80-100 vehicles		02:05	134.2708333

35-49 not levied, included for information only

## Pre application costs 2017 -2018

	Responsible Officer		
		Time (HH:MM)	Cost
<i>Pre Application and General Queries</i>			
Enquiry received, process explained to applicant, drivers pack made up and dispatched. Drivers pack fee processed	Customer Service Advisor	00:20:00	£9.68
Drivers pack fixed cost			£15.00
<i>DBS Completion &amp; ID Checks</i>			
Check completion of form	Senior Licensing Officer	00:02:00	£2.65
Check and sign form	Licensing Manager	00:02:00	£4.74
Check, process and dispatch DBS	Customer Service Advisor	00:10:00	£9.68
Fixed cost of DBS			£44.00
Check process and dispatch DVLA mandate		00:10:00	£9.68
Fixed cost of DVLA mandate			£5.00
P & P			£0.00
<i>Knowledge Test- pre application cost</i>			
<i>Maintenance of Knowledge tests</i>			
Arrange knowledge Test	Licensing Officer	06:00:00	£6.45
Prepare and Conduct Knowledge Test	Customer Service Advisor	00:03:00	£2.90
Test marking and production of letters	Licensing Officer	03:30:00	£37.60
Total knowledge test fee	Licensing Officer	02:00:00	£21.48
			£68.43
Pre - application Totals			£168.85
Officer Application Totals not including DBS and DVLA fixed cost	Consumables		£0.00
	Customer Service Advisor		£46.94
	Senior Licensing Officer		£65.52
Accuracy Check	(Officer Totals must equal Application Totals)		£112.46

Staff Times / Cost estimates for New Drivers Grant Application 2017 - 2018

Per Application	
Staff Cost 3yr	£167.26
Staff Cost 1yr	£147.37
Staff Time 1yr	37:53
Staff time 3 yr.	116:08

	Responsible Officer	New Applications-1yr licence		New applications- 3 yr. licence	
		Time (HH:MM)	Cost	Time	Cost
<i>Application received</i>					
Application and fee processed by Front of house	Customer Service Advisor	0:10	£9.68	0:10	£9.68
<i>Recording and checking</i>					
Checking and validation of application, entered on Civica	Customer Service Advisor	00:40	£38.71	00:40	£38.71
Scanning	Customer Service Advisor	0:03	£2.90	0:03	£2.90
Final check on validity of application and documents prior to issue of licence	Senior Licensing Officer	0:20	£26.47	0:20	£26.47
Notification of renewal DBS and DVLA docs assuming one letter per applicant over three yrs.(includes running civica reports).	Customer Service Advisor	0:10	£9.68	0:10	£9.68
Arrangement of generic mail drop of 6 letters per year	Customer Service Advisor	24:00	£6.14	72:00	£18.42
Generic mail drop letters 6 per year	Senior Licensing Officer	6:00	£2.10	18:00	£6.30
<i>Process Application</i>					
Review DBS/DVLA returns,Civica entry,scan to I@W	Customer Service Advisor	0:10	£9.68	0:10	£9.68
Follow up checks on DBS/DVLA returns	Licensing Officer	6:00	£1.70	24:00	£5.11
Immigration checks	Licensing Officer	0:05	£5.37	0:05	£5.37
Documentary validation checks	Licensing Officer	0:10	£10.74	0:10	£10.74
Complete Civica entry	Customer Service Advisor	0:05	£4.84	00:5:00	£4.84
<i>Produce Licence</i>					
Produce Badge	Customer Service Advisor	0:10	£9.68	0:10	£9.68
Produce Paper Licence	Customer Service Advisor	0:05	£4.84	0:05	£4.84
Cost of materials for badge	Consumables		£0.79		£0.79
Notification and collection of badge	Customer Service Advisor	0:05	£4.84	0:05	£4.84
<i>Report &amp; Committee Process</i>					
<i>No Charge levied</i>					
Application Totals - not including knowledge test £68.43		37:53	£147.37	116:08	£167.26
Officer Application Totals - not including knowledge test of £68.43	Licensing Officer		£22.66		£26.06
	Consumables		£0.79		£0.79
	Customer Service Advisor		£96.15		£108.43
	Senior Licensing Officer		£28.57		£32.77
Accuracy Check	(Officer Totals must equal Application Totals)		£147.37		£167.26

Staff Times / Cost estimates 1 and 3 year Driver Renewal Application 2017 - 2018				Staff Cost 1yr/3yr	£95.06	£115.48
				Staff Time 1yr/3yr	9:49	13:09
	Responsible Officer	1yr Renewal Applications		3yr renewal Applications		
		Time (HH:MM)	Cost	Time (HH:MM)	Cost	
<i>Renewal Letters</i>						
Run renewal report	Customer Service Advisor	0:15	£14.52	0:15	£14.52	
Generate & Send Renewal Letter						
<i>Application received</i>						
Application and fee processed by front of house	Customer Service Advisor	0:10	£9.68	0:10	£9.68	
Recording and checking						
Checking and validation of application, check dvlA/dbs/medical current	Customer Service Advisor	0:10	£9.68	0:10	£9.68	
Scanning documents	Customer Service Advisor	0:03	£2.90	0:03	£2.90	
Final check prior to issue	Senior Licensing Officer	0:10	£13.24	0:10	£13.24	
Notification of renewal DBS and DVLA docs assuming one letter per applicant over three yrs., (includes running civica reports).	Customer Service Advisor	0:10	£9.68	0:10	£9.68	
Arrangement of generic maildrop of 4 letters per year	Customer Service Advisor	12:00:00	£3.07	36:00:00	£9.21	
Generic maildrop letters 4 per year	Senior Licensing Officer	4:00	£1.40	12:00	£4.20	
Weekly reports of DBS/Medical expiry dates and any follow up action required	Customer Service Advisor	4:40	£1.19	3 x 4:40:00	£3.58	
Weekly to check and action DBS/Medical expiry dates	Senior Licensing Officer	13:00	£4.55	3 x 15:00:00	£13.64	
Complete Civica entry and check/ update dates	Customer Service Advisor	0:06	£5.81	0:06	£5.81	
<i>Produce Licence</i>						
Produce Badge	Customer Service Advisor	0:10	£9.68	0:10	£9.68	
Produce Paper Licence	Customer Service Advisor	0:05	£4.84	0:05	£4.84	
Cost of materials for badge	Consumables		£2.28		£2.28	
Notification and collection of badge	Customer Service Advisor	0:05	£4.84	0:05	£4.84	
<i>No Charge levied</i>						
Application Totals		9:49	£95.06	13:09	£115.48	
<i>Officer Application Totals</i>						
	Customer Service Advisor		£75.88		£84.41	
	Licensing Officer		£4.66		£5.86	
	Senior Licensing Officer		£19.18		£31.08	
Accuracy Check	(Officer Totals must equal Application Totals)		£95.06		£115.48	

Staff Times / Cost estimates for Change of driver licence HC to PH 2017 - 2018

Staff cost	£43.40
Staff time	0:43

180

	Responsible Officer	Change of licence type	
		Time (HH:MM)	Cost
<i>Application received</i>			
Recording and checking			
Checking and validation of application	Customer Service Advisor	0:10	£9.68
Scanning documents	Customer Service Advisor	0:03	£2.90
Final check prior to issue	Senior Licensing Officer	0:05	£6.62
Consumables for above			
<i>Process Application</i>			
Complete Civica entry	Customer Service Advisor	0:05	£4.84
<i>Produce Licence</i>			
Produce Badge	Customer Service Advisor	0:10	£9.68
Produce Paper Licence	Customer Service Advisor	0:05	£4.84
Cost of materials for badge	Consumables	n/a	£0.79
Notification and collection of badge	Customer Service Advisor	0:05	£4.84
Consumables for above			
<i>No Charge levied</i>			
Application Totals		0:43	£43.40
Officer Application Totals			
	Customer Service Advisor	0:38	£36.78
	Customer Service Advisor		£0.79
	Senior Licensing Officer	0:05	£6.62
Accuracy Check	(Officer Totals must equal Application T	0:43	£43.40

Staff Times / Cost estimates for a Medical 2017 -2018

	Per Application
Staff Cost	£15.00
Staff Time	15:30min

	Responsible Officer	All applications	
		Time (HH:MM)	Cost
<i>Renewal Letters</i>			
Run renewal report, Generate & Send Renewal Letters	Customer Service Advisor	0:15	£14.52
	Consumables	n/a	£0.00
<i>Medical received</i>			
Check form is complete	Customer Service Advisor	0:05	£4.84
<i>Load application onto system</i>			
Scanning	Customer Service Advisor	0:03	£2.90
Input details on Civica	Customer Service Advisor	0:02	£1.94
<i>Process Application</i>			
Review Medical	Licensing Officer	0:05	£5.37
Liaison with medical advisor	Licensing Officer	00:06:00	£6.45
Medical advisor charges	Licensing Officer		£3.34
Application Totals		0:30	£39.35
Officer Application Totals			
	Customer Service Advisor	0:09	£24.20
	Licensing Officer	0:06	£15.15
			£0.00
Accuracy Check	(Officer Totals must equal Application Totals)	0:30	£39.35
Based on number of medicals submitted a year			£15.00



Staff Times / Cost estimates for Vehicle Licence Application 2017 - 2018

	HC	PH
<b>Total Cost</b>	<b>£149.71</b>	<b>£120.78</b>
<b>Total Staff Time</b>	<b>0:00</b>	<b>1:52</b>

	Responsible Officer	New Applications	
		Time (HH:MM)	Cost
<i>Pre Application and General Queries</i>			
Enquiry from Applicant	Licensing Officer	0:02	£2.15
<i>Application received</i>			
Front of house check application, confirm documents are original and take copies of documents, accept fee.	Customer Service Advisor	0:10	£9.68
Recording and checking			
Check application is complete and that documents are valid, update Civica.	Customer Service Advisor	0:10	£9.68
Notification of renewal	Customer Service Advisor	0:10	£9.68
Weekly reports of Mot expiry dates and any follow up action required	Customer Service Advisor	01:44:00	£0.47
<i>Weekly check and action Mot expiry dates</i>	Senior Licensing Officer	01:44:00	£0.65
Scanning documents	Customer Service Advisor	0:03	£2.90
Assessment and approval	Licensing Officer	0:10	£10.74
<i>Plating and Produce Licence</i>			
<i>Generate plates on civica record</i>	Customer Service Advisor	00:05	£4.84
Produce Plates	Licensing Officer	0:15	£16.11
Produce vehicle inspection sheet	Licensing Officer	0:02	£2.15
Plating and inspection of vehicle	Licensing Officer	0:30	£32.23
Civica update and production of paper licence	Licensing Officer	0:15	£16.11
Recharges			
SWT taxi stands rental (HC only)			£31.74
Liaison with SWT	Senior Licensing Officer	0:15	£0.58
<i>Consumables- cost of plate and window disc</i>			£3.39
Application Totals	HC		£153.10
	PH		£120.78
Officer Application Totals	SWT RECHARGE		£31.74
	Customer Service Advisor		£37.90
	Licensing Officer		£80.07
	Senior Licensing Officer		£0.00
Accuracy Check	(Officer Totals must equal Application Totals)		£149.71

Staff Times / Cost estimates Change of vehicle type 2017 -2018

	<b>Per Application</b>
<b>Total Staff Cost</b>	<b>£104.44</b>
<b>Total Staff Time</b>	<b>1:32</b>

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	Responsible Officer	New Applications	
		Time (HH:MM)	Cost
<i>Pre Application and General Queries</i>			
Enquiry from Applicant	Licensing Officer	0:02	£2.15
<i>Application received</i>			
check application, confirm documents are original and take copies of documents, accept fee.	Customer Service Advisor	0:10	£9.68
Consumables			£0.00
Recording and checking			
Check application is complete and that documents are valid, update Civica.	Customer Service Advisor	0:10	£9.68
Consumables	Customer Service Advisor	n/a	£0.00
Scanning documents	Customer Service Advisor	0:03	£2.90
Assessment and approval	Licensing Officer	0:10	£10.74
<i>Plating and Produce Licence</i>			
Generate plates on civica record	Customer Service Advisor	00:05	£4.84
Produce Plates	Licensing Officer	0:10	£10.74
Produce vehicle inspection sheet	Licensing Officer	0:05	£5.37
Plating and inspection of vehicle	Licensing Officer	0:30	£32.23
Civica update and production of paper licence	Licensing Officer	0:15	£16.11
Consumables	Licensing Officer	n/a	£3.39
<b>Application Totals</b>		<b>1:40</b>	<b>£104.44</b>
<b>Officer Application Totals</b>			
	Customer Service Advisor	0:20	£27.10
	Licensing Officer	1:12	£77.34
Consumables	Licensing Officer		£3.39
Accuracy Check	(Officer Totals must equal Application Totals)	1:32	£104.44

Staff Times / Cost estimates Temporary Vehicle 2017 - 2018

	<b>Per Application</b>
<b>Total Staff Cost</b>	<b>£158.71</b>
<b>Total Staff Time</b>	<b>2:35</b>

	Responsible Officer	New Applications	
		Time (HH:MM)	Cost
<i>Pre Application and General Queries</i>			
Enquiry from Applicant	Customer Service Advisor	0:10	£10.74
Application received			
Recording and checking			
Check application is complete and that documents are valid, update Civica.	Customer Service Advisor	0:50	£48.39
Consumables		n/a	£0.00
Scanning documents	Customer Service Advisor	0:03	£2.90
Assessment and approval	Licensing Officer	0:10	£10.74
Generate plates on civica record	Customer Service Advisor	00:05	£4.84
Produce Plates	Licensing Officer	0:10	£10.74
Produce vehicle inspection sheet	Licensing Officer	0:05	£5.37
Plating and inspection of vehicle	Licensing Officer	0:30	£32.23
Civica update and production of paper licence	Licensing Officer	0:15	£16.11
Consumables cost of plate and disc		n/a	£3.39
<i>Reassessment and check of repaired vehicle</i>			
Visual inspection	Licensing Officer	0:15	£16.11
Civica update	Licensing Officer	0:05	£5.37
Application Totals		2:38	£163.55
Officer Application Totals			
	Customer Service Advisor	1:00	£62.04
	Licensing Officer	1:35	£96.68
Consumables			£3.39
Accuracy Check	(Officer Totals must equal Application Totals)	2:35	£158.71

Staff Times / Cost estimates for change of use PH to HC 2017 - 2018

	Per Application
<b>Total Staff Cost</b>	<b>£103.26</b>
<b>Total Staff Time</b>	<b>1:36</b>

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	Responsible Officer	New Applications	
		Time (HH:MM)	Cost
<i>Pre Application and General Queries</i>			
Enquiry from Applicant	Customer Service Advisor	0:01	£0.97
<i>Application received</i>			
Check application, accept fee.	Customer Service Advisor	0:10	£9.68
Consumables			£0.00
Recording and checking			
Update Civica.	Customer Service Advisor	0:05	£4.84
Notification of renewal	Customer Service Advisor	0:10	£9.68
Consumables		n/a	£0.00
Scanning documents	Customer Service Advisor	0:03	£2.90
Assessment and approval	Licensing Officer	0:10	£10.74
<i>Plating and Produce Licence</i>			
Produce Plates	Licensing Officer	0:10	£10.74
Produce vehicle inspection sheet	Licensing Officer	0:05	£5.37
Plating and inspection of vehicle	Licensing Officer	0:30	£32.23
Civica update and production of paper licence	Licensing Officer	0:15	£16.11
Consumables cost of plate and disc		n/a	£3.39
Officer Application Totals		1:36	£103.26
	Customer Service Advisor		£27.10
	Licensing Officer		£76.16
	Consumables		£3.39
Accuracy Check	(Officer Totals must equal Applica	1:36	£103.26

Staff Times / Cost estimates for Private Hire Operator Grant 2017 - 2018

	5 YEAR	1 YEAR
Staff Cost	£135.05	£89.62
Staff Time		

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	Responsible Officer	5 yr. licence		1 yr. licence	
		Time (HH:MM)	Cost	Time (HH:MM)	Cost
<i>Pre Application and General Queries</i>					
Enquiries from Applicant	Licensing Officer	0:10	£10.74	0:10	£10.74
<i>Application received</i>					
<i>Checking and validation of application, entered on Civica</i>	Customer Service Advisor	00:10	£9.68	00:10	£9.68
Scanning	Customer Service Advisor	0:03	£2.90	0:03	£2.90
Final check prior to issue	Senior Licensing Officer	0:15	£19.85	0:15	£19.85
Notification of renewal of Disclosure docs assuming 2 letters per operator over a five yr. period (included running civica reports).	Customer Service Advisor	0:30	£29.04	0:15	£14.52
Arrangement of generic mail drop of 6 letters per year	Customer Service Advisor	120:00	£28.80	24:00	£5.76
Generic mail drop letters 6 per year	Senior Licensing Officer	30:00	£9.84	6:00	£1.97
Consumables for above			£0.00		£0.00
<i>Process Application</i>					
Review Disclosure returns,Civica entry	Customer Service Advisor	0:20	£19.36	0:20	£19.36
Produce Paper Licence	Customer Service Advisor	0:05	£4.84	0:05	£4.84
Consumables for above			£0.00		£0.00
Application Totals			£135.05		£89.62
Number of vehicles licenced and cost /time					
0 to 1	Licensing Officer	0:05	£5.37	0:05	£5.37
2 to 5	Licensing Officer	0:25	£26.85	0:25	£26.85
6 to 20	Licensing Officer	1:40	£107.42	1:40	£107.42
21 to 40	Licensing Officer	3:20	£214.83	3:20	£214.83
41 to 60	Licensing Officer	5:00	£322.25	5:00	£322.25
61 to 80	Licensing Officer	6:40	£429.67	6:40	£429.67
more than 80	Licensing Officer	8:20	£537.08	8:20	£537.08
0 to 1	Licensing Officer	0:02	£140.42	0:02	£94.99
2 to 5	Licensing Officer	0:10	£161.90	0:10	£116.47
6 to 20	Licensing Officer	0:40	£242.46	0:40	£197.03
21 to 40	Licensing Officer	1:20	£349.88	1:20	£304.45
41 to 60	Licensing Officer	2:00	£457.30	2:00	£411.87
61 to 80	Licensing Officer	2:40	£564.71	2:40	£519.28
more than 80	Licensing Officer	3:20	£672.13	3:20	£626.70
	Senior Licensing Officer		£29.70		£21.82
	Consumables		£0.00		£0.00
	Customer Service Advisor		£94.61		£57.05
	Licensing Officer		£10.74		£10.74
Accuracy Check	(Officer Totals must equal Application Totals)		£135.05		£89.62