

Regulatory Committee

Wednesday 15 January 2020 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors D Cotty (Chairman), E Gill (Vice-Chairman), T Burton, D Clarke and J Furey.

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).**
- 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.
- 4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.
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Filming should be limited to the formal meeting area and not extend to those in the public seating area.

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

PART I

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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 12 November 2019, as attached at Appendix 'A'.

Runnymede Borough CouncilREGULATORY COMMITTEE12 November 2019 at 7.44pm

Members of the

Committee Present: Councillors D Cotty (Chairman), E Gill (Vice-Chairman), T Burton, D Clarke, and J Furey.

Members of the

Committee absent: None

Councillors J Broadhead, R King and P Snow also attended the meeting.

323. FIRE PRECAUTIONS

The Committee noted the Fire Precautions.

324. MINUTES

The Minutes of the meeting of the Committee held on 24 September 2019 was signed as a correct record.

325. FEES AND CHARGES 2020/2021

The Committee's approval was sought for the fees and charges, some as set by statute, other set locally, for the services falling under the Committee's remit.

Members noted that when setting fees, the Council could take into account external factors such as inflation, market conditions, local competition and likely yield of any fee increase as well as internal policies such as on-going savings targets and revenue reduction programmes. However, fees under the Gambling Act 2005 were set by statute and had not been increased since their inception on 2005, with an estimated deficit of £8,000 in 2020/2021.

With regard to Taxi Licensing fees the Committee was disappointed to note that this part of the Licensing service was in deficit and had been for some years. The deficit was estimated to be approximately £45,000 for 2020/2021 and Members were furnished with the actual deficits for previous years. Officers confirmed that £10,000 of the current deficit was made up of non-rechargeable costs. Officers confirmed that the current fee setting process had been introduced in 2014 as a result of the Hemmings case which required transparency with regard to fees and for them to be reasonable and proportionate to the actual cost of providing the service.

Officers explained that in addition to fee setting requirements not to make a profit nor charge for enforcement activity, the deficit was rising owing to the decrease in the number of drivers and vehicles being licensed. This was largely due to competition from app based companies who charged less and had less rigorous standards for drivers and vehicles. Members wanted to support local drivers and asked Officers to consider the submission of a paper to the Transport for the South East Committee with regard to Uber and Transport for London. In particular concerns were raised about Uber's operation and its detrimental effect on the local taxi trade. It was also noted that a fair proportion of drivers were retiring and new younger drivers were not coming forward resulting in lost income to the service.

The Committee agreed that increasing fees and charges to a pure cost recovery basis would further impact negatively on the trade.

The Committee noted that the fees and charges for Mobile Home Site Licensing were Regulatory services falling within their remit, although the operational side of this function was shared with the Environment and Sustainability Committee. Members sought a breakdown of Mobile Home Site Licensing costs, once overheads and re-charges from other business centres had been quantified and removed, giving a base cost of the service and on what basis fees were set. Officers also agreed to provide details of the fees charged by neighbouring local authorities.

The Committee discussed some specific sites in the borough and issues arising as to whether fees to site owners were passed on to residents. It was confirmed that advice to residents about their leases could not be provided by the Council's Legal Services team and that advice would need to be sought from the Citizens Advice or a law centre. Members sought ways of improving site conditions and requested that the relevant Officers in Environmental Services undertook a review of the Council's Mobile Home Site Licensing policy with a view to greater protection for residents, many of whom were elderly and/or vulnerable.

RESOLVED that –

The proposed fees and charges for 2020/2021 be approved to be effective from the dates given or as soon as practical thereafter.

Chairman

(The meeting ended at 8.12pm)

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 are reminded that a non pecuniary interest includes their appointment by the Council as the Council's representative to an outside body and that this should be declared. Membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon should be regarded as a disclosable pecuniary interest, as should an appointment to an outside body by the Council as a trustee.

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, ROBERT SMITH)

Synopsis of report:

This report provides information on the outcome of the public consultation and details subsequent amendments to the policy.

Recommendation(s):

the Hackney Carriage and Private Hire Licensing Policy 2020 – 2023, as attached at Appendix 'B', be approved, to be effective from 2 March 2020 – 31 March 2023

1. Context of report

1.1 Following presentation of the draft Hackney Carriage and Private Hire Licensing Policy to this Committee on 24 September 2019, the policy was circulated for consultation (Appendix 'B').

1.2 As agreed, the draft policy has now been brought back to this Committee for further consideration following the consultation.

2. Report

2.1 The consultation took place over the period 1 October 2019 to 10 December 2019.

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 or online.

- 2.3 In carrying out the consultation Officers took considerable time circulating and/or advertising the existence of the survey as was possible. Full copies of the policy were placed at all day centers and libraries within the borough. Information was also sent to residents' groups. In addition, it was posted on social media and featured in the Council's November e-newsletter which is circulated to around 450 subscribers.
- 2.4 To facilitate the involvement of drivers and operators, drop in sessions were held at the Civic Centre on 25 November and 2 December. However, only one driver attended.
- 2.5 A full list of all consultees can be seen at Appendix A of the policy.
- 2.6 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).
- 2.7 There were 14 specific questions in the survey and the fact that the consultation concerned the whole policy not just any changes was made very clear. Respondents were given the opportunity within the survey to make comments on any other area of the policy.
- 2.8 The total number of completed online surveys was 87; 3 further surveys were completed by hand making a total of 90. Of this total, the breakdown of respondees showed that the majority were from the public with 69 responses (77.52%), Drivers and operators provided 14 responses (15.73%) and 'Others' provided 7 responses (8.98%).
- 2.9 Of the 165 drivers and 25 operators who were sent information regarding the survey a total of 14 responded (7.36%).
- 2.10 The online survey questions, responses and comments are produced in Appendix 'C' of this report. The 3 written response comments have been added to the above but due to the nature of this document it has not been possible to add the other information. However, it is the case that all 3 agreed with all questions apart from 2 who disagreed with question 2.
- 2.11 Officer responses to the survey feedback are set out below with the original questions in the survey (also available in Appendix 'C').

Q1 It is proposed that drivers must sign up to the DBS update service whenever they have a 3 yearly check. This will allow the Council to carry out online checks at 6 monthly intervals or when required, saving money for the Council and driver, and providing reassurance that drivers have not been convicted of any recent offences

Q1 Recommended. There is a general acceptance that this is appropriate.

Q2 We propose to change the test drivers must take, so that the geographical part is less of a barrier to applicants. We would retain the need for knowledge regarding local landmarks and places of note. This follows representations from the trade that passing a geographical test is a barrier to new drivers

Q2 Not Recommended. As Members will see there are differences of opinion. Although there is a majority in favour of this, some very valid points are raised.

There is clearly some concern about drivers not knowing the area and becoming lost or taking the wrong route which could mean an increase in the fare for the passenger.

Officers are sceptical about the use of satnav as a replacement for local knowledge and do not believe this should be used as a reason for

reducing standards. Officers have been monitoring the knowledge tests of late and from experience it is evident that if applicants put the work in they can pass it first time. Failures arise when applicants think they don't have to do any work because they know the area. The knowledge test also includes a section on requirements and conditions, this is also a source of failure for those who do not study prior to the test. Officers recommend that no changes are made to the private hire knowledge test.

Q3 To ensure passenger safety, seat belts must be in a clean and excellent condition with no cuts, fraying or deterioration.

Q3 Although this is part of the Mot test, it can be the case that vehicles have dirty worn belts, this is an appropriate measure for the safety, reassurance and comfort of passengers.

Q4 In order to ensure safety standards are met, any tinted windows or replacement glass must comply with construction and use regulations.

Q4 Recommended. Any windows fitted to a vehicle must meet construction and use regulations regardless, the purpose of placing this in the policy is to make the point clear that this also applies to any replacement windows.

Q5 To ensure vehicles are fit for their purpose of carrying members of the public, lamps and reflectors must be in good condition with no signs of damage or lens deterioration.

Q5 Recommended. Any licensed vehicle must be able to comply with conditions and requirements at all times, not just for the Mot. Officers are aware that some drivers fail to repair faults and leave them until the Mot is due before fixing them.

Q6 For the protection and comfort of passengers and drivers, lifting equipment, ramps and restraints fitted to wheelchair accessible vehicles must meet the specification and standard stated within the policy.

Q6 Recommended. Officers believe this is a necessary step to enhance the safety of wheelchair assisted passengers.

Q7 Drivers should be subject to conditions of use for run flat tyres, space saver tyres and tyre repair kits. These conditions are considered necessary to prevent vehicles being used for prolonged periods with secondary tyre solutions.

Q7 Recommended. The purpose of this is to prevent vehicles being used with run flat tyres, space saver tyres and tyre repair kits over a prolonged period. We are aware some new vehicles do not have spare wheels, but they do have puncture repair kits and their use is included in this condition.

Q8 A Hackney carriage 'for hire' roof light should be fitted at all times. This is considered necessary to ensure that Hackney carriages are recognisable at all times and not mistaken for private cars.

Q8 Recommended. Clear identification of a hackney carriage is essential for the public. These are licensed hackney carriages plated and badged as such. Purpose build hackney carriages do not have removal roof lights for very good reasons.

Allowing removal of the hackney carriage roof light when it suits would inevitably lead to confusion for public and allegations of touting and breaching conditions. Subsequent investigation of any complaints would involve more use of what is scarce officer time.

Q9 Operators must pass a knowledge test to demonstrate they have a satisfactory understanding of their responsibilities, the law and Runnymede's policy requirements. This also applies to existing operators who must pass the test by 31 December 2020. There will be no charge for existing operators sitting the test.

Q9 Recommended. This condition is purely with regard to local policy and procedures.

Q10 There should be a revision of record keeping requirements and conditions so that they are comprehensive and easy to understand.

Q10 Recommended. This is only for private hire operators, it does not affect drivers at all.

Q11 Clarification by the addition of a condition on an operators licence that the operator's base is situated within the borough.

Q11 Recommended. This is nothing to do with Uber. It is making clear that operator bases must be in the Borough. This is reinforced by legislation which states that to operate within a borough the person must have an operator's licence issued by that borough.

Q12 To ensure public safety, private hire operators must notify the Council or Police of complaints.

Q12 Recommended. This is only for complaints of a criminal nature.

Q13 The law allows an exemption for children under 3 to travel in the rear of a taxi without a seatbelt. Whilst not proposed in this policy, for future consideration would you like to see further measures introduced by the Council to provide seatbelt restraint for children under 3 in a taxi Do you think this is something the Council should consider?

Q14 Children over three find the seatbelt lies across their neck rather than chest. A form of adjuster can allow the seatbelt to sit across the chest to offer protection. Whilst not proposed in this policy, for future consideration would you like to see conditions which require drivers and vehicle proprietors provide suitable devices for children in taxis?

Q13/14 Not recommended. Although worthy of consideration the practical disadvantages may outweigh any perceived increase in safety. The law appears to have recognised the practicalities involved and allows an exemption for hackney carriages and private hire vehicles in that children can travel without one - but only if they travel on a rear seat and wear an adult seat belt if they're 3 or older or travel without a seat belt if they're under 3. The law stipulates different types of child seat, height based, and weight based, one size does not fit all. Booster seats are also subject to regulation with 2 different approval types which adds complexity. Any additional measures introduced by the Council could make this area extremely complex and difficult for drivers to comply with.

2.12 General Comments made at end of survey.

The first comment relates to tinted windows and this is the main area of grievance around the policy as far as the trade is concerned. Drivers and operators feel they are not being allowed to work on a level playing field as out of area drivers who have no restrictions on tinted windows, can and do, work in Runnymede. A proportion of vehicles come with tinted windows as standard and some of these fall below our requirement. It should be noted that the requirement for tinted windows was made in response to public safety concerns. Runnymede's current tinted windows policy is copied below:

- 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) An **exception** will be made for 8 seater MPV vehicles, tinted windows will be permitted on this type of vehicle.
 - (c) No vehicle shall be fitted with any form of additional film to darken or tint the windows on any part of the vehicle.
 - (d) Front side windows and the front windscreen must meet the requirements of the Road Vehicles (Construction and Use) Regulations 1986.
 - (e) Privacy glass shall only be acceptable where fitted to plate exempt vehicles
- 6.60(i) In order to avoid unnecessary expense being caused to the trade through this policy. Any existing licensed vehicles which currently have factory fitted privacy glass will 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
- 6.60(ii) In relation to 6.60(b) above, in recognition that the larger MPV type vehicles are limited in choice and widely used as wheelchair accessible vehicles any restriction on these may have an adverse effect on the number of wheelchair accessible vehicles in Runnymede. As such an exception has been made for this type of vehicle.
- 2.13 The tinted windows policy was introduced in 2017 and reviewed by this Committee in September 2018 during the first 18-month review of the policy. A separate consultation on the tinted windows policy was carried out for this 18 month review and members decided to amend it by making allowances for 8 seater vehicles and larger MPV type vehicles used by those in wheelchairs,(highlighted above in grey).

- 2.14 The consultation in 2018 attracted a total of 38 responses of which 22 were from drivers, 4 from operators, 10 from the public and 2 other (1 each from Surrey Police and Royal Holloway University of London (RHUL). The subsequent report agenda and minutes from the meeting of this Committee on September 2018 are available on the Council's Website.
https://www.runnymede.gov.uk/media/18918/Regulatory-250918-Agenda/pdf/Regulatory_250918_Agenda.pdf?m=636727804810970000
https://www.runnymede.gov.uk/media/19065/Regulatory-250918-Minutes/pdf/Regulatory_250918_Minutes.pdf?m=636743418703870000
- 2.15 Apart from one response to this latest consultation in 2019 it is a subject brought up occasionally at driver's forums. However, it is the case that this was recently discussed by this committee and in the absence of any lead from Government such as revised best practice or statutory guidance the situation has not altered. The fact that an operator's licence has been granted to OLA is irrelevant. The law regarding cross border hiring and pre booked work in other areas applies to all operators equally. If a driver is aggrieved by any refusal to licence a vehicle then there is a right of appeal and the Council would have to defend its policy.
- 2.16 The other comments range from the behavior of drivers to pets in taxis which are matters for the individuals concerned.
- 2.17 Some mention is made of electric vehicles. While some electric vehicles are in use as hackney carriages and private hire vehicles in other boroughs it is a fact that there are no public charging points in Runnymede and there is no funding for discounting drivers on the purchase of an electric vehicle. The electric car revolution has some way to go before these become common place in the taxi trade, range and infrastructure are problems which will no doubt be resolved but this will take time. We do accept applications for electric vehicles and in time it may become policy to licence electric vehicles only.
- 2.18 Several comments were made about drivers breaking road traffic law. Officers do not have the powers or indeed the resources to dedicate time to enforcing road traffic law, this is a policing function. However, where it is brought to officers' attention, we do take this into account in assessing a driver's fit and proper status. Vehicle number plates should be clean and met the required specification, this is checked on plating. Rubbish bins in taxis would take up too much room in the vehicle, passengers should take their rubbish with them, there are ample bins around the Borough. Drivers who litter do get fined and we encourage drivers not to leave engines idling on the ranks, there is a fine for this which is £20, this is not enforced within Runnymede due to the cost of resourcing and enforcing which would eclipse any income from fines by a large margin.
- 2.19 Uber is supported in some comments. The survey was widely publicised and Uber could have responded had they wished. Uber is not mentioned in the survey as they have not applied for an operator's licence with Runnymede. As far as fares are concerned it is a matter for private hire operators to decide on their fares and hackney carriages must abide by Runnymede Hackney Carriage fares, drivers are very aware of the competition from Uber and as a result have not called for an increase in fares since 2014, in real terms this has been a reduction.
- 2.20 We do not have an English language test for drivers in Runnymede, there is little if any evidence that Runnymede licensed drivers have a poor understanding of English, any perceived problem is likely to be with drivers from other areas.
- 2.21 The consultation received a lengthy response from the Guide Dogs Association who welcomed many of the measures in the policy relating to assistance dogs and disabled people. They have also made some recommendations that drivers should

undertake disability equality awareness training and that certificates which exempt drivers from carrying assistance dogs are embossed and include a braille marker. Officers support these recommendations; the exemption certificates can be amended simply but the disability awareness training will take a while to source and fund, but it will be subject of a future report to this Committee.

3. Policy framework implications

- 3.1 The existing conditions, bylaws and requirements have been retained and the changes to the policy are proportionate and necessary. Any changes will have a minimal impact of officer time or cause great inconvenience to the trade.

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 There are no statutory requirements regarding taxi policies. Therefore, Officers have complied with the Council's consultation guidance as set out in the Constitution. In common with similar licensing regimes this policy should be in place 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.
- 5.2 All Councillors were invited by email to comment on the formal consultation and both the Chairman and Vice-Chairman of this Committee were made aware in advance of the revised policy.
- 5.3 In order to maintain currency and relevancy the policy should be amended as required when new legislation is introduced or changes to conditions or requirements become necessary.

6. Equality implications

- 6.1 The Council is required to have due regard to its public sector Equality Duty before approving the revised Hackney Carriage and Private Hire Licensing Policy.
- 6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:
- a) eliminate unlawful discrimination, harassment or victimisation
 - b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
 - c) foster good relations between those who share a relevant characteristic and those who do not
- 6.3 An updated Equality Impact Screening Assessment has been completed, as attached at Appendix 'D', and is with the Council's Equalities Group for consideration. Any comments, including if any changes to the Assessment are required will be reported at the meeting.

7. Conclusions

- 7.1 The policy gives the Council a broad framework of regulation with clear direction regarding the regulation of the trade. It is not considered by officers to be 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 Resolve)

Background papers

Child car seats: the law

<https://www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat>

<https://www.gov.uk/child-car-seats-the-rules>

Runnymede's hackney carriage and private hire licensing policy 2017 - 2020

https://www.runnymede.gov.uk/media/15247/Hackney-Carriage-and-Private-Hire-LicensingPolicy/pdf/Hackney_Carriage_and_Private_Hire_Policy_2017_to_2020_version_4_as_from_200319.pdf?m=637018975525470000

Department for Transport best practice guide to taxi licensing

<https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance>

Equality Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/contents>



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*

Proposed dates of validity, 2 March 2020 until 31 March 2023

**Approved
Adopted**

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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)
LGA	Local Government Association
NAFN	National Anti-Fraud Network
WAV	Wheelchair Accessible Vehicle

PART 1

1. FOREWORD

- 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

2. INTRODUCTION & SCOPE

2.1. Summary

2.2. This policy was adopted by Runnymede Borough Council on 2 March 2017 and is valid until 2 March 2020. 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 Local Government (Miscellaneous Provisions) Act 1976 (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

3. LICENSING PRINCIPLES, OBJECTIVES & GENERAL CONSIDERATIONS

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 18 - 34
Vehicle Licensing	Part 6	Pages 35 - 58
Operator Licensing	Part 7	Pages 59 - 65

FUNDAMENTAL PRINCIPLES & OBJECTIVES

3.7. 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, drivers and other road users; and
- (b) The provision of a suitable and efficient public transportation service for all.
- (c) Monitor and improve standards of service in the trade

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.
- 3.26. 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.

PART 4

4. GENERAL ADMINISTRATIVE ISSUES

4.1. APPLICATIONS & NOTICES

4.2. Equality of opportunity

4.3. Subject to the requirements of the relevant statutory provisions, nothing in this 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
Civic Centre
Station Road
Addlestone
Surrey
KT15 2AH
Email: licensing@runnymede.gov.uk
Telephone: 01932 838383
Website: 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. 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 General Data Protection Regulations. In supplying data you consent to the Council processing the data for the purpose it is supplied. All personal information provided will be treated in the strictest confidence and will only be used by the Council or disclosed to others for a purpose permitted by law. Data is deleted in accordance with our data retention policy. Our privacy policy is published on our web site <https://www.runnymede.gov.uk/privacystatement>

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. Any data supplied by in relation to any application or any part of the application process will be processed in accordance with the General Data Protection Regulations. All personal information provided will be treated in the strictest confidence and will only be used by the Council or disclosed to others for a purpose permitted by law. Medical reports may be shared with our medical advisor for the purposes of obtaining their opinion as to whether we should issue you with a licence. Data is deleted in accordance with our data retention policy. Our privacy policy explains how we use information and how we protect privacy, this is published on our web site <https://www.runnymede.gov.uk/privacystatement>

4.29 Storage and use of confidential information

4.30 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.

4.31 Change of details, name or address

4.32 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.

4.33 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.

4.34 PUBLIC REGISTER & PROVISION OF INFORMATION

4.35 Public registers

4.36 The licensing authority maintains a public register of the authorisations that it issues regarding hackney carriage and private hire drivers and vehicles, together with other information.

4.37 The public register is available on RBC's website

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

4.38 NATIONAL REGISTER OF TAXI LICENCE REFUSALS AND REVOCATIONS NR3

4.39 The licensing authority provides information to the National Register of Taxi Licence Refusals and Revocations (NR3), and follows the guidance on this register issued by the Local Government Association (LGA) and National Anti-Fraud Network (NAFN).

4.40 This register is a mechanism for licensing authorities to share details of individuals who have had a hackney carriage or Private Hire Vehicle (PHV) licence revoked, or an application for one refused. This is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the licensing authority – that is, assessing whether an individual is a fit and proper person to hold a hackney carriage or PHV licence

4.41 Where a hackney carriage/ PHV licence is revoked, or an application for one refused, the authority will automatically record this decision on the NR3 register.

4.42 All applications for a new licence or licence renewal will automatically be checked on NR3 register. If a search of NR3 register indicates a match with an applicant, the authority will seek further information about the entry on the register from the authority which recorded it. Any information received as a result of an NR3 register search will only be used in respect of the specific license application and will not be retained beyond the determination of that application.

The information recorded on NR3 register will be retained on NR3 register for a period of 25 years and will be limited to:

- name
- date of birth
- address and contact detail

- national insurance number
- driving licence number
- decision taken
- date of decision
- date decision effective

4.43 Should a request be made to Runnymede for additional information from another authority we will comply with the Data Protection Act (DPA) and General Data Protection Regulation (GDPR) and the Human Rights Act. Any decision on the release of further information will take into account the nature and seriousness of the conduct which led to the revocation or refusal to renew a licence as well as the time that has elapsed since the decision was made. Each request will be treated on its own merits.

- 4.44 Any searches, provision or receipt of information of or under NR3 register are necessary to the authority's statutory licensing functions of ensuring that all drivers are fit and proper to hold the applicable licence. It is not intended that any NR3 register data will be transferred out of the United Kingdom.
- 4.45 If you wish to raise any issue related to the data protection legislation, including by relying on any of the rights afforded to data subjects under the GDPR, you can do so to the authority's Data Protection Officer at [contact details]. This includes submitting a subject access request.
- 4.46 You always have the right to make a complaint to the Information Commissioner's Office (ICO). Advice on how to raise a concern about handling of data can be found on the ICO's website: <https://ico.org.uk/make-a-complaint/>

4.47. DELEGATION OF FUNCTIONS

- 4.48. In the interests of speed and efficiency the licensing authority will, where possible, delegate licensing decisions and functions to officers.
- 4.49. 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.

4.50. CONDITIONS

- 4.51 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.

4.52. General principles on the imposition of conditions

- 4.53. 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.
- 4.54. 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.
- 4.55. 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.

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

4.57. Avoidance of conflicting conditions

4.58. 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

4.59. Duplication with other statutory provisions

4.60. 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.

4.61. Enforcement of conditions and rights of appeal

4.62. 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.

PART 5

5. DRIVER LICENSING

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 a written request from the driver and 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 when required submit such documents as provide suitable proof of identity, to allow the licensing authority to verify the identity of the applicant.

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 which has included a check of the child and adult barring lists to the licensing authority on initial application for a Hackney Carriage or Private Hire Vehicle licence and thereafter, every 6 months 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.

5.30a A DBS certificate is correct and up to date at the time of issue only, thereafter it is a historic certificate. If a driver were to commit a recordable offence after the date of issue of their DBS certificate it would be for the driver as a condition of licensing to inform the authority of that matter, or for the Police to disclose the matter under common law disclosure. Neither of these are considered as completely reliable, a driver may be unaware, forget or simply not want to make the authority aware and the Police may be unaware of the authority's interest, be unaware that the individual is a driver at all or may decide not to disclose information.

5.30b With the above in mind it is considered to be a necessary step to require all drivers to subscribe to the DBS update service. This service allows authorities to carry out an online check on a DBS record at any required interval. On subscribing to the update service drivers must provide the original certificate and an authorisation mandate for the licensing authority to carry out an online check when necessary or in a timescale as dictated by any future legislation or statutory guidance.

5.31 For new applicants who have already subscribed to the DBS update service must produce their original DBS certificate, this can be older than three months must be accompanied with an authorisation mandate for the licensing authority to carry out an online check. These DBS certificates must be enhanced, must have been for the position of taxi driver, must have had a child and adult barring list check and must have been carried out by a licensing authority or a body approved by a licensing authority in relation to a current or previous taxi driver licence.

5.32 Failure or refusal to comply with the requirement at 5.30 to 5.31 shall result in consideration of refusal of an application or suspension of a Hackney Carriage / Private Hire driver's licence. It is the Drivers responsibility to make sure that the

subscription is maintained. Failure to maintain the subscription will cause the certificate to expire and the full DBS process will have to be undertaken.

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 a registered body (being a registered body with the DBS to apply for such disclosures) which has been approved by RBC and;
 - (b) the application has been made 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 / DBS equivalents

- 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

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

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 only 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

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.

5.62. 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 list 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 (also see appendices F & G)

5.74. Under sections 168 and 170 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 Medical Exemption Certificates – assistance dogs (also see appendices F & G)

5.77 Drivers who have a certifiable medical condition which is aggravated by exposure to dogs may apply to the council (sections 169 and 171 the Equality Act 2010 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.

5.78. Wheelchair Accessible Vehicles (also see appendices F & G)

- 5.79. Section 165 of the Equality 2010 Act sets out the duties placed on drivers of designated wheelchair accessible taxis and PHVs.
- 5.80. The licensing authority maintains a 'designated vehicle' list in accordance with the section 167 Equality Act 2010, as such drivers are subject the following duties :-
- a) to carry the passenger while in the wheelchair;
 - b) not to make any additional charge for doing so;
 - c) if the passenger chooses to sit in a passenger seat to carry the wheelchair;
 - d) to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
 - e) to give the passenger such mobility assistance as is reasonably required.

The Act then goes on to define mobility assistance as, assistance:

- a) to enable the passenger to get into or out of the vehicle;
 - b) if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
 - c) to load the passenger's luggage into or out of the vehicle;
 - d) if the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.
 - e) It is an offence for a driver of a wheelchair accessible vehicle on the designated list not to comply with the above duties. Any failure to comply with these duties will be treated seriously and may result in prosecution and/or referral to the Licensing Sub-Committee for consideration of their hackney carriage/ private hire driver's licence.
- 5.81. The High Court has confirmed that switching your taximeter or charging extra before you assist a disabled person – **even if you do not actually charge them** – is an offence under the Equality Act 2010. The case confirming this was McNutt v TfL on 13 Feb 2019. This confirms it is illegal, being an offence under the Equality Act 2003, to charge a wheelchair user extra. This means that, in practice, a meter should not be left running whilst the driver performs duties required by the Act (above).
- 5.82. 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 or wheelchair users on licensed vehicles to ensure that licensing requirements are being complied with

5.83. Medical Exemption Certificates from the carriage of luggage and/or handling of wheelchair users (also see appendices F & G)

5.84 – Section 166 of the Equality Act 2010 allows the Licensing Authority to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with the duties. For example musculoskeletal pain which is aggravated by the carriage and/or manual handling of heavy loads.

5.85 Any driver of a hackney carriage or private hire vehicle on the designated list may submit a request for an exemption from the Section 165 duties by completing the relevant application form. Medical evidence will be required in support of the application.

5.86. 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).

5.87. **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.

5.88. DRIVING LICENCE

5.89. 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 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

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

5.91. 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.

5.92. 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.

5.93. Obtaining DVLA records

5.94. 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

5.95. 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.

5.96. Frequency of DVLA checks

5.97. (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.

5.98. Additional requirements

5.99. 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.

5.100. Relevance of driving licence and DVLA mandate

5.101. 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.

5.102. 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**.

5.103. KNOWLEDGE TESTS

5.104. 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 expeditious route(s) to avoid unnecessarily high fares being charged to the customer (i.e. consumer protection);
- (b) licensed **hackney carriage** 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) private hire vehicles are not able to be hailed nor are they immediately available for hire it is recognised that private hire drivers can plan journeys in advance and need not be expected to have the same level as knowledge as a hackney carriage driver. It is also acknowledged that many drivers who are not licensed by Runnymede but are licensed with neighbouring authorities can and do work predominately in Runnymede having had no local knowledge test and will take directions purely from a satnav. With the accuracy and reliability of modern satnavs in mind in is our view that private hire drivers need only take a shorter geographical knowledge test to ensure they know the whereabouts of prominent local landmarks and places of note

5.105. Accordingly, it is the policy of the licensing authority to ensure that those who provide a hackney carriage 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 carriages.. The licensing authority will therefore require all first time applicants to pass a test of knowledge on the law and local policy and procedures. together with a geographical knowledge test of local streets and topography.

5.106. In relation to private hire drivers , it is the policy of the licensing authority to ensure that those who provide a private hire service to the general public have a good working knowledge of the law and local policy and procedures in relation to private hire vehicles. With the accuracy and reliability of modern satnavs the licensing authority will require all first time applicants to pass a test of knowledge on the law

and local policy and procedures. together with a geographical knowledge test of prominent local landmarks and places of note.

5.107. Stringency of tests of knowledge

5.108. 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.

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

5.110. Costs of knowledge test

5.111. 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.

5.112. Limitations and relevance of knowledge test

5.113. 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.

5.114. 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.

5.115. Driver photographs

5.116. 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.

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

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

5.119. 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).

5.120. Training in relation to Child Sexual Exploitation (CSE) and Safeguarding

5.121. As a council we must ensure that we take all necessary steps to ensure that all drivers and operators have a good understanding of CSE and safeguarding, their responsibilities to the public and where to report their concerns.

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

5.123. All new applicants for private hire and hackney carriage licences will be required to successfully complete a CSE awareness training session which has been organised by this Council prior to their licence being granted.

5.124. LICENSING CONDITIONS OF DRIVERS LICENCES

5.125. Private hire vehicle drivers

5.126. 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.

5.127. 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**.

5.128. 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**.

5.129. Hackney carriage drivers

5.130. 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.

5.131. 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.

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

5.133. 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.

5.134. 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.

5.135. Accessibility Issues

5.136. 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)

5.137. 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.

5.138. Association of drivers

5.139. 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.

5.140. Changes of circumstances & detail

5.141. 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.

5.142. Changes to medical status/fitness and/or ability to perform licensed driver duties

5.143. 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.

5.144. 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.

5.145. 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.

5.146. Notification of convictions and driving licence endorsements.

5.147. Existing holders of driver's licences are required to notify the council in writing within five working days of receiving a driving licence endorsement, fixed penalty notice, warning, reprimand, police caution, criminal conviction or other criminal proceedings (including their acquittal as part of a criminal case). In addition, licence holders must inform the council within 3 working days of their arrest for any matter (whether subsequently charged or not).

5.148. 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 5.140.

5.149. 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.

5.150. DRIVERS INVOLVED IN AN ACCIDENT OR OTHER INCIDENT

5.151. 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.

5.152. 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.

5.153. 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.

PART 6

6. VEHICLE LICENSING

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 authority's 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 egress 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 able to slide forwards to allow passengers to exit. As egress 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. Belts must be in clean excellent condition and the webbing must not be cut, frayed or have deteriorated.

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. Vehicles which have advisory notices for any matter connected with the brakes, tyres, steering or suspension will not be licensed if an application is made. Vehicles currently licensed will be allowed 15 days to have the advisory repaired otherwise the licence would be considered for suspension or revocation.

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.

6.43a Run flat tyres are acceptable on licensed vehicles. When a run flat tyre has a puncture it can only be used on a licensed vehicle it must only be for the duration of completing the current fare and returning to a garage to obtain a suitable replacement or repair. No further fares may be taken whilst the punctured run flat tyre is being used on the vehicle.

- 6.43b Space saver tyres are acceptable if they comply with the original manufacturer's specification. If a space saver tyre is used on a licensed vehicle it must only be for the duration of completing the current fare and returning to a garage to obtain a suitable replacement or repair. No further fares may be taken whilst the space saver tyre is being used on the vehicle.
- 6.43c An original tyre repair kit/compressor is permitted in licensed vehicles. If a tyre repair kit/compressor is used on a licensed vehicle it must only be for the duration of completing the current fare and returning to a garage to obtain a suitable replacement or repair. No further fares may be taken whilst the tyre repair kit/compressor has been used on the vehicle's tyres.
- 6.43d If the current fare goes outside of Runnymede Borough then the fault must be repaired before the vehicle leaves the borough or a replacement vehicle arranged.
- 6.44 The licensing authority is aware of the second hand/part worn tyre market and considers 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) An **exception** will be made for 8 seater MPV vehicles, tinted windows will be permitted on this type of vehicle.
 - (c) No vehicle shall be fitted with any form of additional film to darken or tint the windows on any part of the vehicle.
 - (d) Front side windows and the front windscreen must meet the requirements of the Road Vehicles (Construction and Use) Regulations 1986.
 - (e) Privacy glass shall only be acceptable where fitted to plate exempt vehicles

- (f) Any glass which has been replaced must be safety glass and must Comply with The Road Vehicles (Construction and Use) Regulations 1986.

6.60(i) In order to avoid unnecessary expense being caused to the trade through this policy. Any existing licensed vehicles which currently have factory fitted privacy glass will 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.

6.60(ii) In relation to 6.60(b) above, in recognition that the larger MPV type vehicles are limited in choice and widely used as wheelchair accessible vehicles any restriction on these may have an adverse effect on the number of wheelchair accessible vehicles in Runnymede. As such an exception has been made for this type of vehicle.

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 carried 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, CO₂ 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)
- Wheels and wheel trims must not have any significant damage which detracts from the overall excellent condition of the vehicle.
- Lamps and reflectors must be in excellent condition and show no signs of damage or deterioration of the lens

Interior of vehicle

- The seating and carpet areas of the vehicle must be clean and 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 must be clean and must not be damaged nor show excessive wear, or staining.
- The interior of the vehicle must be clean and have no damp or noxious smells

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 –pre booked only signage

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 An adhesive or magnetic sign must be placed on both front doors of private hire vehicles containing the wording “Pre-Booked Only”. This can be on the same sign as used by the operator to advertise their business or a separate sign. It must be printed in such a way as to make the wording ‘Pre-Booked Only’ clear, legible and distinguishable from any other signage. All such signage must be approved by the licensing officer prior to use.

6.71 Operators can with permission from the licensing officer have a maximum of two vehicles registered as exempt from this requirement where these vehicles undertake specialist pre bookings where this signage may not be appropriate.

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. Wheelchair accessible Vehicles (WAV)

6.77. The licensing authority acknowledges the accessibility requirements of hackney carriage and private hire vehicles under section 165 of the Equality Act 2010.

6.78 For the protection and comfort of passengers and drivers it is considered essential that any WAV meets the requirements below

- Wheelchair accessible vehicles are able to have access either through a side or rear entrance, only those which load through the rear or nearside will be considered for licensing, offside loading vehicles will not be licensed.
- Where a vehicle is fitted with any lifting equipment (i.e. a wheelchair lift) A valid certificate of conformity issued in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), must be produced with the vehicle licence application.
- Any ramps must be in good condition and have no deformity or sharp edges and must have an anti-slip covering. Any purpose designed wheelchair access ramp that is carried must be lightweight and easy to deploy. The installed ramp shall have visible reference to safe working load of 250kgs and must be certified to BS6109
- Vehicles must have suitable wheelchair restraints. Wheelchair anchorage systems must not be defective, worn or missing any parts. Any tracking rails must be undamaged and secure and must not be contaminated by deposits of dirt and litter. Any belts must be in clean excellent condition and the webbing must not be cut frayed or have deteriorated.

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 may 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 This is an area of considerable controversy regarding privacy and data protection and any driver/operator considering installing cctv must seek guidance from the Information Commissioners Office (ICO).
- (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 (This vehicle is deemed not suitable to be repaired), or B (The vehicle is deemed not suitable to be repaired), 'write off' by a relevant insurance company under the extant Code of Practice for the Disposal of Motor Vehicle Salvage (September 2017). 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 (September 2017) as category S, (Repairable

vehicle which **has** sustained damage to any part of the structural frame or chassis and the insurer/ self-insured owner has decided not to repair the vehicle) insurance write off or category N (Repairable vehicle which **has not** sustained damage to the structural frame or chassis and the insurer/ self-insured owner has decided not to repair the vehicle) 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 / Transport for London.
- 6.167. No vehicle will be granted a licence if it is licensed in another district / borough / Transport for London.
- 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 securely mounted roof sign at all times. This must be capable of being illuminated and must bear the word 'Taxi', this is to be clearly visible at all times. 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

7. OPERATOR LICENSING

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

normally

7.8. Nature of Operators

- 7.9. 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.

7.10. Fit & Proper Person

7.11. 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.

7.12. 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.

7.13. 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.

7.14. General requirements

7.15. 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.

7.16. 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 proof of immigration and asylum status and/or right to work in the UK
- (b) a basic disclosure and barring service certificate criminal record disclosure
- (c) suitable statement(s) of good conduct
- (d) suitable documentation to demonstrate that a reliable and accurate system is in place for the keeping of booking records
- (e) suitable certification of public liability insurance
- (f) completing and passing a Child Sexual Exploitation awareness training session prior to their licence being granted.

- (g) pass a test of knowledge on law and local policy and procedures in relation to being a private hire operator

7.17. Policies, standards and relevance of fitness & propriety requirements

- 7.18. 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.
- 7.19. 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.
- 7.20. 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 of this policy 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.
- 7.21. Operators must by condition retain and review records of drivers and vehicles they use. As such the licensing authority believe it is necessary and proportionate to require all operator applicants to pass a knowledge test to assess their knowledge of this policy and statutory requirements for private hire operators. All existing operators must pass this knowledge test by 31 December 2020. Those who fail to do so may have their operators licence considered for suspension or revocation.

7.22. Criminal record disclosures

- 7.23. 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.

- 7.24. 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.

7.25. The requisite level of DBS disclosures

7.26. 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.

7.27 Training in relation to Child Sexual Exploitation (CSE) and Safeguarding

7.28 As a council we must ensure that we take all necessary steps to ensure that all private hire operators have a good understanding of CSE and safeguarding, their responsibilities to the public and where to report their concerns.

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

7.30 With effect 1 April 2018 all new applicants for private hire operator licences will be required to successfully complete a CSE awareness training session which has been organised by this Council

7.31. Booking Record Capabilities & Entries

7.32. 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.

7.33. 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 General Data Protection Regulations). For similar reasons, the licensing authority may also require existing licensed operators to submit prescribed booking records for any specified period at any time.

7.34 Assistance Dogs

7.35 All operators are reminded that under section 170 of the Equality Act 2010, the operator of a private hire vehicle commits an offence by failing or refusing to accept a booking for the vehicle—

(a) if the booking is requested by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and

(b) the reason for the failure or refusal is that the disabled person will be accompanied by an assistance dog.

7.36 The operator commits an offence by making an additional charge for carrying an assistance dog which is accompanying a disabled person.

7.37 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.

7.38 The Council will take a very serious view of any operator who commits offences contrary to the Equality Act 2010.

7.39. CONDITIONS OF OPERATOR LICENCE

- 7.40. 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.
- 7.41. 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.
- 7.42. 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.
- 7.43. 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.

7.44. RECORD KEEPING REQUIREMENTS

- 7.45 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 require, on condition, licensed operators to keep the following records which collectively are uniquely and consecutively numbered or referenced.
- 7.46 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. These records shall be constructed in such a way that enables licensing officers and Police officers to easily determine the details. This information should be contained on one spreadsheet or similar record i.e. paper and shall not be cross referred to any other records for the purpose of identifying drivers or vehicles. For example a record which contains information simply as vehicle 1 or driver 1 and the details of the vehicle or driver are held on a different record or elsewhere will not be acceptable. The hiring record must be made before any hiring is commenced the following details must be entered:-

- i. the date and time of the hiring was made.
- ii. the name of the hirer (i.e. the person taking the journey).
- iii. the fare quoted.
- iv. the date and time the journey began.
- v. the location the journey began from.

- vi. the date and time the journey ended.
- vii. the location the journey ended.
- viii. the full name of the driver and their hackney carriage or private hire drivers licence number.
- ix. The make, model, registration number and hackney carriage or private hire licence number of the vehicle used for the journey.
- x. whether the request for the hiring was made by the hirer or another operator.
- xi. where a booking is sub contracted **from or to** another operator, the name and address of that operator must be entered on the booking record and it must be clearly marked to indicate this is a cross border hiring. The booking record must include the information in i) to x) and must be included on the same record as other bookings.
- xii. records of hiring's must be kept for a period of at least 1 year

7.47. Hiring Records

7.48. 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 registration number of the vehicle used.
- 7.49. 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.

7.50. Operators association with drivers

7.51. 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.

7.52. Use of vehicles

7.53. 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.

7.54. Address from which operator may operate

7.55. 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.

- 7.56. Operating from different premises than those specified on an operator's licence is unlawful, could create enforcement difficulties and result in the operator being unlicensed. The licensing authority will therefore normally require that an operator notify it in writing of any proposed 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.
- 7.57. In keeping with the provisions of the LGMPA section 46(1)(d) and the definition of operate in section 80(1) All operators must carry out their business from a premises located within the Borough of Runnymede
- 7.58. By way of ensuring that proper regulation and enforcement measures can be taken, the licensing authority will expect that access be granted to any operator premises at any reasonable time for the inspection of records and vehicles etc..

7.59. Multiple operator licences

- 7.60. 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;

PART 8

8. SCHEME OF HACKNEY CARRIAGE FARES

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.

PART 9

9. TAXI LICENSING FEES & CHARGES

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 at the beginning of a financial year or 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. The fee applicable for renewing a licence will be the fee which is in place on the renewal date of that licence. 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.

APPENDIX A

10. CONSULTATION

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 Safeguarding Childrens Board

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

Surrey Police Safeguarding Unit

The Susy Lamplugh Trust

UNITE Union

South Western Railway

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

ACS

All primary schools in Runnymede

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

APPENDIX B

11. THE BOROUGH OF RUNNYMEDE

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 ruins of an abbey dating from Anglo 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 pedestrianised centre and more development is planned. Addlestone is the Borough's youngest centre, having only grown into a town in the 19th 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 having recently been completed..

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 Gatwick airport is a 45 minute motorway journey, these are a key reasons 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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APPENDIX C

REQUIREMENTS FOR HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS LICENCES

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, must subscribe to the DBS update service and provide an authorisation mandate for the licensing authority to carry out an online check. Failure to provide enhanced DBS certificates, subscribe to the DBS update service or provide a mandate 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 be 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 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. On submission of an 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 pass a CSE awareness training session prior to their licence being granted

Appendix D

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

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1. Introduction

- 1.1 This policy sets out the criteria to be taken into account by the Council when determining whether or not an applicant or an existing licence holder is a fit and proper person to be granted, have renewed or continue to hold a Hackney Carriage and/or Private Hire Driver Licence. In addition to criminal convictions the Council will also take into account other factors such as demeanour, attitude, general character, non-criminal behaviour and police or other relevant records or information from a reliable source.
- 1.2 Whilst this policy primarily applies to the determination of driver licences, where a conviction (as defined below) is considered relevant to the fitness and propriety/suitability of an individual to hold or be granted a Private Hire Operator Licence or vehicle licence, then this policy must be referred to in the determination of that licence/application.
- 1.3 The Council is mindful that each case must be considered on its merits and where exceptional circumstances demand, the Council may depart from this policy.
- 1.4 This policy provides guidance to any person with an interest in taxi and private hire licensing. In particular, but not exclusively:
 - Applicants for a driver's, vehicle or private hire operator licence
 - Existing licensees whose licences are being reviewed or renewed
 - Licensing officers
 - Members of the licensing committee/sub-committee
 - Magistrates and Judges hearing appeals against local authority decisions
- 1.5 For renewal applications and current licence holders the policy will not be applied retrospectively. However the policy will be applied if any additional convictions are incurred or brought to the attention of the Council that would call into question a person's suitability to hold a licence (see 5.1).
- 1.6 It is the responsibility of Runnymede Council (referred to as the Council) to issue Hackney Carriage and Private Hire licences under the Local Government (Miscellaneous Provisions) Act 1976, the Town Police Clauses Act 1847 and the Hackney Carriage Byelaws. In exercising this duty the Council must consider the need to ensure the safety of the public its primary consideration. Licences cannot be issued unless the person is considered to be 'fit and proper'.
- 1.7 In seeking to safeguard the safety of the public. The council will be concerned to ensure:
 - That a person/applicant is fit and proper in accordance with Sections 51, 55 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 (Part II)
 - That the person does not pose a threat to the public
 - That the public are safeguarded from dishonest persons
 - The safety of children, young persons and vulnerable adults

- 1.8 There is no judicially approved test of fitness and propriety and, accordingly, a number of local tests have developed. These tend to be based on a test similar to the following:

‘Would you (as a member of the licensing committee or other person charged with the ability to grant a hackney carriage driver’s licence) allow your son or daughter, spouse or partner, mother or father, grandson or granddaughter or any other person for whom you care, to get in to a vehicle with this person alone?’

If the answer to this question (or a similar test) is an unqualified ‘Yes’ then the test is probably satisfied. If there are any doubts in the minds of those who make the decision, then further consideration should be given as to whether this person is a fit and proper person to hold a hackney carriage driver’s licence.

- 1.9 The Council will undertake whatever checks it considers necessary to ensure that licences are not issued to unsuitable people. In assessing the suitability of an applicant or licence holder, the council will take into consideration the following factors:

- Criminality
- Number of endorsed DVLA driving licence penalty points
- The conduct of the applicant in making the application (e.g. whether they have acted with integrity during the application process).
- The previous licensing history of existing / former licence holders.

In addition, the Council will also consider further information from sources such as, but not limited to, the Police (including abduction notices), Children and Adult Safeguarding Boards, Multi Agency Safeguarding Hub, Social Services other licensing authorities, other departments within the Council, and statutory agencies.

- 1.10 In this policy, the word “applicant” refers to either new applicants, existing licence holders who are seeking renewal and existing licence holders who are being considered by the Council by virtue of offending activity having recently come to light.
- 1.11 In this policy, the word “conviction” is to be defined as including convictions, cautions, warnings, reprimands and other relevant information.
- 1.12 The Council reserves the right to overturn or annul a decision that has previously been made, or refuse a renewal of a licence, where clear errors are discovered.
- 1.13 As licensed drivers often carry unaccompanied and vulnerable passengers,

the council will take a strong line in relation to applicants or existing licence holders with convictions for sexual offences. A licensed PHV or taxi driver is expected to be trustworthy. In the course of their working duties drivers will deal with cash transactions and valuable property may be left in their vehicles. Drivers may well deal with customers who are vulnerable or intoxicated and potentially easily confused. Taking drugs and driving poses an obvious risk to public safety, whilst applicants who have convictions for the supply of drugs should also be treated with considerable concern, The nature and quantity of the drugs, whether for personal use or supply are issues which will be considered carefully. 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. More than one conviction for these offences raises significant doubts as to the applicant's fitness to drive the public.

2 General Policy

2.1 Whilst the Council may consider that an applicant with a conviction for a serious offence may not need to be automatically barred from obtaining a licence, it is however to be normally expected that the applicant would be required to:

- a. Remain free of conviction for an appropriate period as detailed below; and
- b. Show adequate evidence that they are a fit and proper person to hold a licence (the onus will be on the applicant to produce such evidence). Simply remaining free of conviction may not generally be regarded as adequate evidence that an applicant is a fit and proper person to hold a licence.

2.2 The standards and criteria set out in paragraphs 4 to 18 below are those that would normally be applied to applications and licences. The Council may depart from these criteria; however it will only do so in exceptional circumstances. The otherwise good character and driving record of the applicant or licence holder will not ordinarily be considered as exceptional circumstances.

3 Powers

3.1 Section 61 of the Local Government Miscellaneous Provisions Act 1976 allow the council to suspend, revoke or refuse to renew a licence if the application/licence holder has been convicted of an offence involving dishonesty, indecency, violence, of failure to comply with the provisions of the Town Police Clauses Act 1847 or of failure to comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976, or if he/she has since the grant of the licence been convicted of an immigration offence or required to pay an immigration penalty, or for any other reasonable cause.

3.2 The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, allows the

council to take into account all convictions recorded against an applicant or the holder of a Private Hire or Hackney Carriage driver's licence, whether spent or not. Therefore the council will have regard to all relevant convictions, particularly where there is a long history of offending or a recent pattern of repeat offending. Applicants need to be aware that, in accordance with this Act, all convictions, cautions, warnings and reprimands must be declared.

4 Consideration of disclosed criminal history

4.1 Under the provisions of Sections 51, 55 and 59, Local Government (Miscellaneous Provisions) Act 1976, the council is required to ensure that an applicant for the grant or renewal of a Hackney Carriage and/or a Private Hire Operator or Vehicle driver'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 council will look at:

- 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 the conviction, warning, caution etc.
- Circumstances of the individual concerned
- Any sentence imposed by the court
- The applicant's age at the time of offence / incident leading to the conviction, warning, caution etc.
- Whether they form part of a pattern of offending
- The applicant's attitude
- Any other character check considered reasonable (e.g. personal references if requested by the Council)
- Any other factors that might be relevant, for example:
 - The previous conduct of an existing or former licence holder,
 - Whether the applicant has intentionally misled the council or lied as part of the application process,
 - Information provided by other agencies/council departments.

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)].

4.2 In this policy 'from date sentence has ended' is taken to be the date which is reached once the whole of the period as sentenced by the court has elapsed and not necessarily the length of time served by the applicant. For example, if a sentence is five years imprisonment then the date that the sentence ends will be five years from the date of sentencing – regardless of the amount of time actually served by the applicant. If the sentence is amended by a court at a later date then this new sentence becomes relevant for the purposes of this policy. The term 'since completion of sentence' is to be construed in a similar way.

- 4.3 Existing holders of driver's licences are required to notify the council in writing within five working days of receiving a driving licence endorsement, fixed penalty notice, warning, reprimand, police caution, criminal conviction or other criminal proceedings (including their acquittal as part of a criminal case). In addition, licence holders must inform the council within three working days of their arrest for any matter (whether subsequently charged or not). To fail to do so, will raise serious questions for the Council as to the honesty of the licence holder and will be taken into account as part of any subsequent renewal applications.
- 4.4 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 (s57 Local Government (Miscellaneous Provisions) Act 1976). 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.
- 4.5 Any offences or behaviour not expressly covered by this Policy may still be taken into account.

5 Options when determining an application/licence

- 5.1 When determining an application or reviewing an existing licence in relation to convictions or other relevant information the Council have the following options:
- grant the licence or take no further action
 - grant the licence with additional conditions
 - refuse, revoke, or suspend the licence
 - issue a warning
- 5.2 If a licence holder's conduct is such that, were they to be applying for a new licence their application would normally be refused, they should expect consideration to be given as to the suspension or revocation of their licence.

6. Offences involving violence

- 6.1 Licensed drivers have close regular contact with the public. A licence will not normally be granted if the applicant has a conviction for an offence that involved the loss of life such as:
- Murder
 - Manslaughter
 - Manslaughter or culpable homicide while driving
 - Terrorism offences
 - Any offences (including attempted or conspiracy to commit offences) that are similar to those above.
- 6.2 A licence will not normally be granted until at least 10 years have passed since the completion of any sentence and / or licence period following

conviction for an offence shown below:

- Arson
- Malicious wounding or grievous bodily harm which is racially aggravated
- Actual bodily harm
- Assault occasioning actual bodily harm
- Grievous bodily harm
- Robbery
- Possession of firearm
- Riot
- Assault Police
- Violent disorder
- Common assault
- Resisting arrest
- Any racially-aggravated offence against a person or property
- Affray
- Any offence that may be categorised as domestic violence
- Harassment, alarm or distress, intentional harassment or fear of provocation of violence
- Any offence (including attempted or conspiracy to commit offences) similar to those above.

6.3 A licence will not normally be granted until at least 5 years have passed since the completion of any sentence and / or licence period following conviction for an offence shown below:

- Obstruction
- Criminal damage
- Any offences (including attempted or conspiracy to commit offences) that are similar to those above.

6.4 A licence will not normally be granted if an applicant has more than one conviction for an offence of a violent nature.

7. Offences involving a weapon (not a firearm)

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. For firearms offences see 6.2.

7.2 Depending on the circumstances of the offence, an applicant should be free of conviction for 5 years (or at least 5 years must have passed since the completion of the sentence, whichever is longer), before a licence is granted.

7.3 2 or more convictions for a violent offence will normally result in an application being refused.

8. Sexual and indecency offences

8.1 All sexual and indecency offences will be considered as serious. Applicants with convictions for sexual or indecency offences that involve a third party will normally be refused. Such offences include:

- Rape
- Assault by penetration
- Offences involving children or vulnerable adults
- Trafficking, sexual abuse against children and / or vulnerable adults and preparatory offences (as defined within the Sexual Offences Act 2003).
- Making or distributing obscene material
- Possession of indecent photographs depicting child pornography.
- Sexual assault
- Indecent assault
- Exploitation of prostitution
- Soliciting (kerb crawling)
- Any sex or indecency offence that was committed in the course of employment as a taxi or PHV driver
- Making obscene / indecent telephone calls
- Indecent exposure
- Any similar offences (including attempted or conspiracy to commit) or offences which replace the above

8.2 In addition to the above the council will not normally grant a licence to any applicant who is or has ever been on the Sex Offenders Register or similar register.

9. Dishonesty

9.1 A serious view is taken of any conviction involving dishonesty.

9.2 A minimum period of 5 years free of conviction or at least 5 years since the completion of sentence (whichever is longer) is required to have passed before a licence is granted. Offences involving dishonesty include:

- theft
- burglary
- fraud
- benefit fraud
- handling or receiving stolen goods
- forgery
- conspiracy to defraud
- false representation
- obtaining money or property by deception
- other deception
- taking a vehicle without consent

- fare overcharging
- or any similar offences (including attempted or conspiracy to commit) or offences which replace the above

9.3 A licence will not normally be granted if an applicant has more than one conviction for a dishonesty offence.

9.4 Applicants or existing licence holders that are found to have intentionally misled the council, or lied as part of the application process, will normally be rejected or refused.

10. Alcohol and Drugs

10.1 A serious view is taken of convictions for driving, or being in charge of a vehicle while under the influence of drink or drugs or where the driver has been found to be under the influence of psychoactive substances.

10.2 At least 5 years, after the restoration of the DVLA driving licence following a drink drive or driving when under the influence of drugs conviction should elapse before an application will be granted.

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 10 years or at least 10 years have passed since the completion of any sentence and/or licence period, whichever is the greater. There will then be full consideration of the nature of the offence and the quantity /type of drugs involved.

10.4 A licence will not normally be granted where the applicant has a conviction for an offence related to the supply of drugs.

10.5 If there is evidence of persistent drugs or alcohol use, misuse or dependency a specialist medical examination (in accordance with DVLA Group 2 medical standards) and a satisfactory medical report may be required before the licence is granted. If the applicant was an addict (drug or alcohol) then they would be required to show evidence of 8 years free from drug taking after detoxification treatment.

10.6 A licence will not normally be granted for drunkenness offences not involving a motor vehicle for a period of one year after a single conviction and 2 years after 2 or more convictions within 2 years of each other.

11. Driving offences involving the loss of life

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

11.2 A licence will not normally be granted if an applicant has a conviction for:

- Causing death by dangerous driving

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

12 Other traffic offences

13

- 12.1 Traffic offences such as driving without due care and attention, reckless driving, more serious speeding offences (usually dealt with by a court), or offences of a similar nature will give rise to serious doubts about the applicant's suitability to be a driving professional. An applicant with any such convictions will be required to show a period of at least 1 year free of such convictions. For applicants with more than one offence this should normally be increased to 2 years.
- 12.2 At least three years should elapse (after the restoration of the DVLA driving licence), before a licence would be granted for a Hackney Carriage or Private Hire drivers licence.
- 12.3 Traffic offences such as obstruction, some speeding offences (usually dealt with by means of a fixed penalty), pedestrian crossing offences, traffic light offences waiting in a restricted area, or offences of a similar nature may not ordinarily merit refusal.
- 12.4 In cases where the courts have imposed a disqualification in respect of the DVLA driving licence, the periods stated above should normally commence from the date of the restoration of the licence.
- 12.5 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.
- 12.6 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 Outstanding Charges or Summonses

- 13.2 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.
- 13.3 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 the application may be put on hold until proceedings are concluded or the licence

may be refused.

14 People banned from working with children and vulnerable adults

- 14.2 A serious view is to be taken of any applicant or licence holder who has been banned from working with children or vulnerable adults. A licence will not normally be granted if an applicant has been found unfit to work with children or vulnerable adults.

15 Non-conviction information

- 15.2 The Council will take into account intelligence which has not led to a conviction. This may include but not be limited to information regarding acquittals, circumstances in which convictions were quashed due to misdirection to the jury, circumstances where the decision was taken not to prosecute, situations where the person has been arrested and bailed but not yet charged, civil penalties and complaints from the public. In considering the most appropriate action to take following the receipt of information), the credibility of both the witness / complainant and the licence holder will be taken into account.
- 15.2 If an applicant has been arrested or charged, but not convicted, for a serious offence which suggests he could be a danger to the public, consideration should be given to refusing the application or revoking an existing licence.
- 15.3 In assessing the action to take, public safety will be the paramount concern. Decisions will be taken on balance of probability.
- 15.4 A licence will not normally be granted until at least 1 year has elapsed since a Criminal Behaviour Order.

16 Licensing Offence

- 16.1 Offences under taxi and private hire and associated legislation such as plying for hire without a licence, overcharging and refusing to carry disabled persons will prevent a licence being granted or renewed until a period of 3 years has passed since conviction.

17 Insurance Offences

- 17.2 A serious view will be taken of convictions for driving, being in charge of a vehicle without insurance, or allowing person to drive whilst uninsured. A previous isolated incident will not necessarily stop a licence being granted provided an individual 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 will prevent a licence being granted or renewed.
- 17.3 An operator found guilty of aiding and abetting the driving of passengers for hire and reward without insurance will have his Operator's Licence

reviewed with a view to revocation and will not be permitted to hold a licence for a period of at least 3 years from the date of any revocation.

- 17.4 Where a specific offence is not mentioned, a suitable period of time will be determined by reference to offences described. The Council reserves the right to refuse a licence where there are aggravating circumstances, even where these guidelines would otherwise indicate that a licence might be granted.

18 Applicants with periods of residency outside the UK

- 18.1 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 who have lived overseas. For EU nationals a disclosure that is similar to the UK DBS will be required, for those countries for which checks are not available, the council will require a certificate of good conduct authenticated by the relevant embassy.

- 18.2 If an applicant has spent six continuous months or more overseas (since the age of 16) the council will expect to see evidence of a criminal record check from the country / countries visited covering the period.

19 Summary

- 19.1 Whilst 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, in most cases, an applicant would be expected to have remained free from conviction for 3 to 10 years (detailed above), before an application is likely to be successful. If there is any doubt about the suitability of an individual to be licensed, the Council will be mindful of the need to protect the public and caution will be exercised.

- 19.2 While it is possible that an applicant may have a number of convictions that, individually, do not prevent a licence from being granted, the overall offending history will 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. Some discretion may be afforded if an offence is isolated and there are mitigating circumstances, but the overriding consideration is the protection of the public.

APPENDIX E

12. KNOWLEDGE TEST POLICY

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. It is a written test and you will need a good working knowledge of the Runnymede Borough Council area. Ensure you understand our conditions, bylaws and requirements before you sit the knowledge test. It is essential that you use the study guide which is contained in the information pack to assist you in gaining the knowledge to pass this test. If the examiner cannot read an answer it will not receive a mark. Pens & paper are provided. You will be informed of your result in writing within seven working days.

12.22. There are four parts to the hackney carriage driver test, three parts to the private hire drivers test and one part to the private hire operator test.. The tests 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. Consideration will be given to arranging tests at short notice on request. You can book your knowledge test by calling 01932 838383, places are allocated on a first come first served basis.

12.23. 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.

12.24 Tests for hackney carriage driver applicants (2 hours)

Part 1 Questions on Bylaws, requirements, conditions and fares which are supplied in your taxi pack (multiple choice answers). Pass mark 20 out of 25.

Part 2

Numeracy test consisting of 5 questions involving the giving of change after taking payment for a fare. Pass mark 5 out of 5.

Part 3

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. The pass mark is 70% (42).

These could include the following;

Trading Estates	Schools
Historical places	Parks
Mobile home sites	Social Centres
Locks	Pubs/Restaurants
Care homes	Golf courses
Museums	Health centres
Places of interest	Companies

Part 4

This tests your knowledge of how to get from A to B.

You will have to write out three routes from the taxi rank at Egham, three routes from the taxi rank at Chertsey or Virginia Water and three routes from the taxi rank at Addlestone).

These routes will be to named locations in the borough. You must 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

- 12.25 If an applicant for a hackney carriage drivers licence takes the test and fails only on the route test at part 4 then if they resit the test within a 3 month period they will only be required to resit part 4.

12.26 Tests for Private Hire driver applicants (1 hour)

Part 1

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

Part 2

You will be tested on your knowledge of 30 locations, all of which are prominent local landmarks or places of note in Runnymede. You will be expected to be able to name the exact road name and town. The pass mark is 70% (21).

Part 3

Numeracy test consisting of 5 questions involving the giving of change after taking payment for a fare. Pass mark 5 out of 5.

12.27. Tests for Private Hire Operator applicants (1 hour)

The operator test will comprise 30 multiple choice questions on law and local policy and procedure's in relation to private hire operator licences. You will have one hour to complete test, the pass mark is 70% (21).

APPENDIX F

PRIVATE HIRE DRIVERS AND VEHICLE LICENCES - CONDITIONS AND REQUIREMENTS

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

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 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) 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.

7) 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.

8) Disclosure of Convictions / Driving Licence Endorsements

Holders of driver's licences are required to notify the council in writing within five working days of receiving a driving licence endorsement, fixed penalty notice, warning, reprimand, police caution, criminal conviction or other criminal proceedings (including their acquittal as part of a criminal case). In addition, licence holders must inform the council within 3 working days of their arrest for any matter (whether subsequently charged or not).

9) 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.

Equality Act 2010

(also see parts 5.73 – 5.87)

Drivers are reminded of the law in relation to the carrying of assistance dogs and wheelchair accessible vehicles; this is legislated by the **Equality Act 2010**

Assistance Dogs

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.

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.

Medical Exemption Certificates – assistance dogs

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.

Wheelchair Accessible Vehicles

Section 165 of the Equality 2010 Act sets out the duties placed on drivers of designated wheelchair accessible taxis and PHVs.

The licensing authority maintains a 'designated vehicle' list in accordance with the section 167 of the Equality Act 2010, as such drivers are subject the following duties :-

- a) to carry the passenger while in the wheelchair;
- b) not to make any additional charge for doing so;
- c) if the passenger chooses to sit in a passenger seat to carry the wheelchair;
- d) to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
- e) to give the passenger such mobility assistance as is reasonably required.

The Act then goes on to define mobility assistance as assistance:

- a) to enable the passenger to get into or out of the vehicle;
- b) if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
- c) to load the passenger's luggage into or out of the vehicle;
- d) if the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.
- e) It is an offence for a driver of a wheelchair accessible vehicle on the designated list not to comply with the above duties. Any failure to comply with these duties will be treated seriously and may result in prosecution and/or referral to the Licensing Sub-Committee for consideration of their hackney carriage/ private hire driver's licence.

The High Court has confirmed that switching your taximeter or charging extra before you assist a disabled person – **even if you do not actually charge them** – is an offence under the Equality Act 2010. The case confirming this was McNutt v TfL on 13 Feb 2019. This confirms it is illegal, being an offence under the Equality Act 2003, to charge a wheelchair user extra. This means that, in practice, a meter should not be left running whilst the driver performs duties required by the Act (above).

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 or wheelchair users on licensed vehicles to ensure that licensing requirements are being complied with

Medical Exemption Certificates from the carriage of luggage and/or handling of wheelchair users

Section 166 of the Equality Act 2010 allows the Licensing Authority to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with the duties. For example musculoskeletal pain which is aggravated by the carriage and/or manual handling of heavy loads.

Any driver of a hackney carriage or private hire vehicle on the designated list may submit a request for an exemption from the Section 165 duties by completing the relevant application form. Medical evidence will be required in support of the application.

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).

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.

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. Alternative fuels such as electric, hydrogen, bio-diesel and LPG will also be considered.
- (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. Belts must be in clean excellent condition and the webbing must not be cut, frayed or have deteriorated.
- (f) For vehicles over 4years old MOT tests are to be undertaken at 6 monthly intervals.. You must produce a MOT certificate (online or paper) at the time of submitting the vehicle licensing/re-licensing application 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. You must produce a MOT certificate (online or paper) at the time of submitting the vehicle licensing/re-licensing application
- (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 system

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.

- (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 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.
 - Lamps and reflectors must be in excellent condition and show no signs of damage or deterioration of the lens
- (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.
 - An **exception** will be made for 8 seater MPV vehicles, tinted windows will be permitted on this type of vehicle.
 - 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.
 - Any glass which has been replaced must be safety glass and must Comply with The Road Vehicles (Construction and Use) Regulations 1986.

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.

(u) **Wheelchair accessible vehicles**

Wheelchair accessible vehicles are able to have access either through a side or rear entrance, only those which load through the rear or nearside will be considered for licensing, offside loading vehicles will not be licensed.

Where a vehicle is fitted with any lifting equipment (i.e. a wheelchair lift) A valid certificate of conformity issued in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), must be produced with the vehicle licence application.

Any ramps must be in good condition and have no deformity or sharp edges and must have an anti-slip covering. Any purpose designed wheelchair access ramp that is carried must be lightweight and easy to deploy. The installed ramp shall have visible reference to safe working load of 250kgs and must be certified to BS6109

Vehicles must have suitable wheelchair restraints. Wheelchair anchorage systems must not be defective, worn or missing any parts. Any tracking rails must be undamaged and secure and must not be contaminated by deposits of dirt and litter. Any belts must be in clean excellent condition and the webbing must not be cut frayed or have deteriorated.

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.

1. 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.

2. 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.

3. 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.

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.

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, 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 / Transport for London.

No vehicle will be granted a licence if it is licensed in another district / borough / Transport for London.

6. 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.

7. Roof Mounted Signs

So as to avoid any confusion with a hackney carriage, normally private hire vehicles are prohibited from the display or otherwise of: –

- (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'

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. Tyres

In circumstances where a run flat tyre has a puncture or if a space saver tyre has to be used or a tyre repair kit/compressor is used. They can only be in use for the duration of the current fare and returning to a garage to obtain a suitable replacement or repair. No further fares may be taken until the tyre is repaired and fitted. . If the current fare goes outside of Runnymede Borough then the fault must be repaired before the vehicle leaves the borough or a replacement vehicle arranged

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.

APPENDIX G

HACKNEY CARRIAGE DRIVERS AND VEHICLES - LICENSING CONDITIONS, REQUIREMENTS AND BYLAWS

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

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 most expeditious 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. 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.

Equality Act 2010

Drivers are reminded of the law in relation to the carrying of assistance dogs and wheelchair accessible vehicles; this is legislated by the **Equality Act 2010**

Assistance Dogs

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.

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.

Medical Exemption Certificates – assistance dogs

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.

Wheelchair Accessible Vehicles

Section 165 of the Equality 2010 Act sets out the duties placed on drivers of designated wheelchair accessible taxis and PHVs.

The licensing authority maintains a 'designated vehicle' list in accordance with the section 167 of the Equality Act 2010, as such drivers are subject the following duties :-

- a) to carry the passenger while in the wheelchair;
- b) not to make any additional charge for doing so;
- c) if the passenger chooses to sit in a passenger seat to carry the wheelchair;
- d) to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
- e) to give the passenger such mobility assistance as is reasonably required.

The Act then goes on to define mobility assistance as assistance:

- a) to enable the passenger to get into or out of the vehicle;
- b) if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
- c) to load the passenger's luggage into or out of the vehicle;
- d) if the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.
- e) It is an offence for a driver of a wheelchair accessible vehicle on the designated list not to comply with the above duties. Any failure to comply with these duties will be treated seriously and may result in prosecution and/or referral to the Licensing Sub-Committee for consideration of their hackney carriage/ private hire driver's licence.

The High Court has confirmed that switching your taximeter or charging extra before you assist a disabled person – **even if you do not actually charge them** – is an offence under the Equality Act 2010. The case confirming this was McNutt v TfL on 13 Feb 2019. This confirms it is illegal, being an offence under the Equality Act 2003, to charge a wheelchair user extra. This means that, in practice, a meter should not be left running whilst the driver performs duties required by the Act (above).

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 or wheelchair users on licensed vehicles to ensure that licensing requirements are being complied with

Medical Exemption Certificates from the carriage of luggage and/or handling of wheelchair users

Section 166 of the Equality Act 2010 allows the Licensing Authority to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with the duties. For example musculoskeletal pain which is aggravated by the carriage and/or manual handling of heavy loads.

Any driver of a hackney carriage or private hire vehicle on the designated list may submit a request for an exemption from the Section 165 duties by completing the relevant application form. Medical evidence will be required in support of the application.

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).

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.

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;
- (b) Must have an engine capacity of a minimum of 1300 cc, although smaller efficient modern engines may be acceptable. . Alternative fuels such as electric, hydrogen, bio-diesel and LPG will also be considered.
- (c) has 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.
Belts must be in clean excellent condition and the webbing must not be cut, frayed or have deteriorated.
- (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 system

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.

- (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 visible, accessible and maintained in serviceable condition.
- (l) A medium size first aid box which caters for 1 – 8 passengers and complies with BS8599-2 is to be provided in the vehicle cab or boot. This first aid box is to be visible, 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.
 - Lamps and reflectors must be in excellent condition and show no signs of deterioration of the lens.
- (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) Vehicle's must not be fitted with second-hand 'part-worn' tyres. All tyres must have been purchased as 'new tyres'.
- (q) Vehicle windows
- all rear windows must allow at least 70% of light to be transmitted through them.
 - An **exception** will be made for 8 seater MPV vehicles, tinted windows will be permitted on this type of vehicle.
 - 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.
 - Any glass which has been replaced must be safety glass and must Comply with The Road Vehicles (Construction and Use) Regulations 1986.

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.

(r) Wheelchair accessible vehicles

Wheelchair accessible vehicles are able to have access either through a side or rear entrance, only those which load through the rear or nearside will be considered for licensing, offside loading vehicles will not be licensed.

Where a vehicle is fitted with any lifting equipment (i.e. a wheelchair lift) A valid certificate of conformity issued in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), must be produced with the vehicle licence application.

Any ramps must be in good condition and have no deformity or sharp edges and must have an anti-slip covering. Any purpose designed wheelchair access ramp that is carried must be lightweight and easy to deploy. The installed ramp shall have visible reference to safe working load of 250kgs and must be certified to BS6109

Vehicles must have suitable wheelchair restraints. Wheelchair anchorage systems must not be defective, worn or missing any parts. Any tracking rails must be undamaged and secure and must not be contaminated by deposits of dirt and litter. Any belts must be in clean excellent condition and the webbing must not be cut frayed or have deteriorated.

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 / Transport for London.

No vehicle will be granted a licence if it is licensed in another district / borough / Transport for London.

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 –

- (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
- (i) is displayed on any window, windscreen, mirror or bulkhead
- (j) 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 securely mounted roof sign at all times. This must be capable of being illuminated and must bear the word 'Taxi', this is to be clearly visible at all times. 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. 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.

13. 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

14. Tyres

In circumstances where a run flat tyre has a puncture or if a space saver tyre has to be used or a tyre repair kit/compressor is used. They can only be in use for the duration of the current fare and returning to a garage to obtain a suitable replacement or repair. No further fares may be taken until the tyre is repaired and fitted. If the current fare goes outside of Runnymede Borough then the fault must be repaired before the vehicle leaves the borough or a replacement vehicle arranged.

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.

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) 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

APPENDIX H

Private hire and hackney carriage authorised plate designs



HACKNEY CARRIAGE

EXPIRY DATE

LICENSED TO CARRY

PASSENGERS

08 JUL 2015 JP2531



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 vehicle's 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 may use the vehicle for private hire purposes other than for contract use when demand arises and on those occasions a magnetic plate is to be displayed, at these times the driver must also display their driver's badge.
15. The windscreen and front windows must meet current legislation while the rear side windows and screen can be fitted with tinted glass to any degree of tint including privacy glass.
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.

APPENDIX K

PRIVATE HIRE OPERATOR'S LICENCE CONDITIONS

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. These records shall be constructed in such a way that enables licensing officers and Police officers to easily determine the details. This information should be contained on one spreadsheet or similar record i.e. paper and shall not be cross referred to any other records for the purpose of identifying drivers or vehicles. For example a record which contains information simply as vehicle 1 or driver 1 where the details of the vehicle or driver are held on a different record or elsewhere will not be acceptable. The hiring record must be made before any hiring is commenced the following details must be entered:-

- i. the day, date and time on which the booking/hiring was made.
- ii. the name of the hirer and the person taking the journey (if different).
- iii. the fare quoted.
- iv. The time and date the driver was allocated the booking
- v. the date and time the journey began.
- vi. the location the journey began from.
- vii. the date and time the journey ended.

- viii. the location the journey ended.
- ix. the full name of the driver and their hackney carriage or private hire drivers licence number.
- x. The make, model, registration number and hackney carriage or private hire licence number of the vehicle used for the journey.
- xi. whether the request for the hiring was made by the hirer or another operator.
- xii. where a booking is sub contracted from another operator, the name and address of that operator must be entered on the booking record and it must be clearly marked to indicate this is a cross border hiring. The booking record must include the information in i) to x) and must be included on the same record as other bookings.
- xiii. if the booking is being sub-contracted to another operator i) to iii) above must be recorded.
- xiv. operators must keep records in respect of all bookings including cross border hire, for vehicles and drivers for a period of one year.
- xiv whether the booking is a sub-contract booking from another operator and/or is to be sub-contracted by this operator; and
- xv the name and address of any operator to which the booking may be sub-contracted.
- Xvi operators must keep records in respect of all bookings including cross border hire, for vehicles and drivers for a period of one year

3. Vehicle Records

The Operator shall keep a record of any private hire vehicle or hackney carriage operated by them, showing the following details:-

- i. make and model and registration number of the vehicle.
- ii. private hire or hackney carriage vehicle licence number.
- iii. The dates of any Mot whether this be the yearly Mot or 6 monthly vehicle requirement.
- iv. the name of the licensing authority which granted the vehicle licence.
- v. the date of expiry of the vehicle licence.
- vi. the name and address of the proprietor of every vehicle operated by him.
- vii. the date upon which the vehicle commenced to be operated by them.
- viii. the vehicles excise licence expiry date.
- ix. the vehicles insurance details including expiry date

4. Driver records

The Operator shall keep a record of any private hire or hackney carriage driver operating with them by them holding the following details:-

- a copy of their private hire/hackney carriage drivers licence
- a copy of their DVLA drivers licence

5. 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.

6. Vehicle Insurance

The operator shall ensure that all vehicles operated by them are satisfactorily insured to operate on private hire work and shall keep a copy of the insurance certificate relating to drivers/vehicles

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

In keeping with the provisions of the LGMPA section 46(1)(d) and the definition of operate in section 80(1) All operators must carry out their business from a premises located within the Borough of Runnymede.

11. Complaints

The Operator shall immediately notify the police of any complaint received which suggests or alleges that a criminal offence has been committed in relation to his business as an Operator, or by any driver or vehicle attached to his business.

The Operator shall also upon receipt of any complaint, unless of a minor nature,

notify the Council in writing/email of the complaint and what action (if any) he has taken or proposes to take in respect thereof. The Operator shall keep a record of all complaints received and indicate what action (if any) was taken.

12 Business advertising

No notice, sign, name of business or advertisement seeking to advertise or promote your business of a private hire operator shall consist of or include the words "CAB" or "For Hire" whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage. The word 'Taxi' alone would be allowed.

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 in 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.

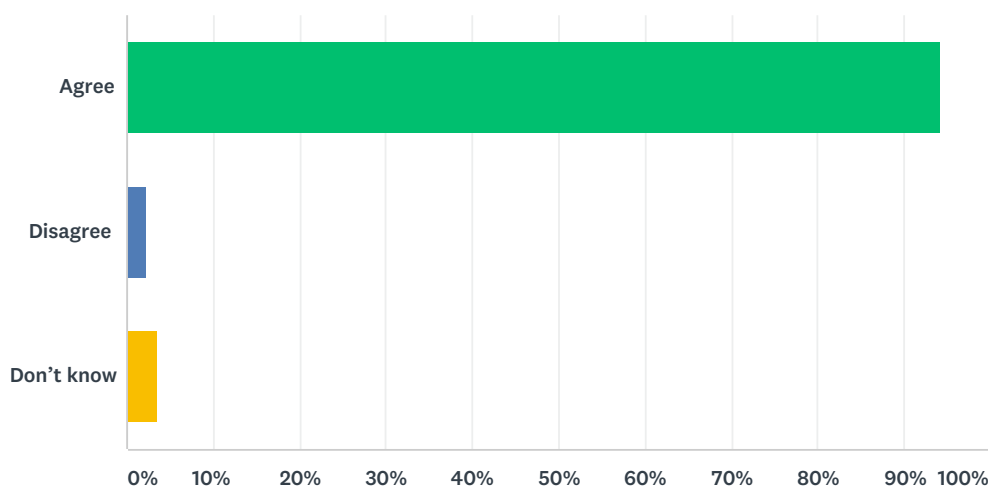
Operators of private hire vehicles – Section 56

- (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, they shall be guilty of an offence.

Runnymede Hackney Carriage and Private Hire Consultation

Q1 It is proposed that drivers must sign up to the DBS update service whenever they have a 3 yearly check. This will allow the Council to carry out online checks at 6 monthly intervals or when required, saving money for the Council and driver, and providing reassurance that drivers have not been convicted of any recent offences.

Answered: 85 Skipped: 1

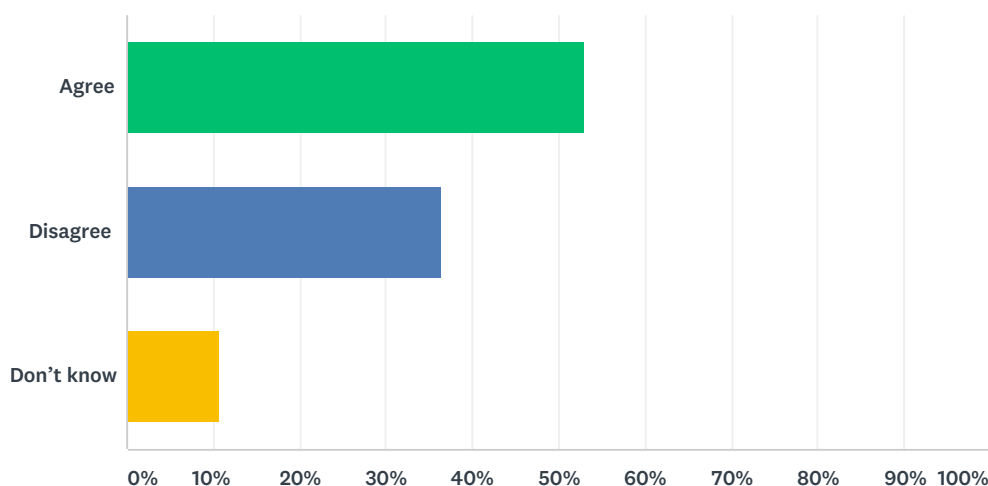


ANSWER CHOICES	RESPONSES
Agree	94.12% 80
Disagree	2.35% 2
Don't know	3.53% 3
Total Respondents: 85	

#	COMMENTS	DATE
1	What's dbs	12/3/2019 6:46 PM
2	this is a good idea as long as it is not in fact a reduction in the frequency at which drivers are having to be checked. much can happen in 3 years.	12/3/2019 10:00 AM
3	It should be the Extended DBS	11/28/2019 3:44 PM
4	Keeping up to date criminal checks on drivers is very important for public safety	11/19/2019 5:31 PM
5	I think it should be annually.	11/17/2019 10:02 PM
6	Should be compulsory	11/14/2019 4:04 PM
7	Absolutely the right thing to do.	11/14/2019 1:18 PM
8	Does this mean Runnymede taxi drivers currently have no DBS checks carried out?!	11/14/2019 12:55 PM
9	The DBS update service saves money and time. Its been out for years, and I'm surprised more drivers haven't already signed up as its so quick and easy! The six-month checks from the Council is a great idea as the current system relies on the driver notifying the council of any offence. Not ideal if the person has already proved themselves a bad apple by committing an offence! No incentive to comply. 6 month checks make the chances of catching them higher, and thus the safety of the public better.	10/9/2019 2:22 PM

Q2 We propose to change the test drivers must take, so that the geographical part is less of a barrier to applicants. We would retain the need for knowledge regarding local landmarks and places of note. This follows representations from the trade that passing a geographical test is a barrier to new drivers.

Answered: 85 Skipped: 1



ANSWER CHOICES	RESPONSES
Agree	52.94% 45
Disagree	36.47% 31
Don't know	10.59% 9
TOTAL	85

#	COMMENTS	DATE
1	They all use sat navs anyway.	12/3/2019 10:00 AM
2	As long as they use some form of google maps instead	11/29/2019 12:53 PM
3	Geographical should still be important and if this is a barrier then the drivers is competent enough to be a driver	11/28/2019 10:20 PM
4	Drivers should know the area, otherwise the meter keeps running whilst the driver is lost	11/28/2019 3:44 PM
5	As a professional driver the test should be local knowledge and it should be difficult to get as that will improve the quality of the drivers	11/28/2019 1:08 PM
6	SatNav etc has changed the rules, so agree	11/26/2019 9:50 PM
7	The knowledge test and general ability to know the geography of the area you work is paramount ,,,,,,we have seen a number of accidents in other area's and in Runnymede where private hire drivers working for Uber etc have accidents as the drivers attention been focused on the sat nav	11/19/2019 5:31 PM
8	If they don't know where they're going, they'll charge more.	11/17/2019 10:02 PM
9	Are u trying to turn taxi drivers to Uber drivers relying on sat nav ? Knowledge is part of the job if U can't learn then choose other career path ...	11/14/2019 8:56 PM
10	Yes we all have sat navs now!	11/14/2019 1:18 PM
11	I would not expect local taxi drivers to have an encyclopedic knowledge like a London black cab driver, but local landmarks alone is not enough, and neither is relying on a sat nav. Taxi drivers must know the area they operate in.	11/14/2019 12:55 PM

Runnymede Hackney Carriage and Private Hire Consultation

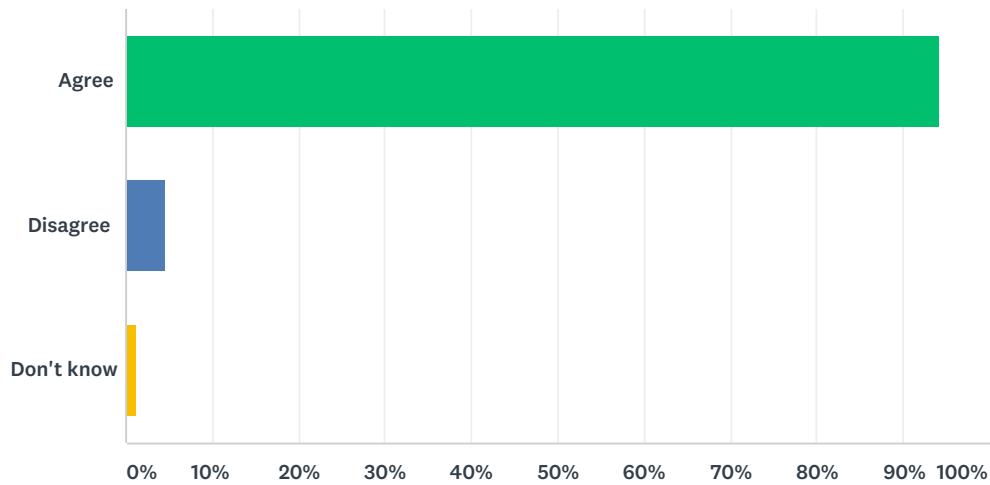
12	I don't believe it is so much the test itself, drivers absolutely do need local knowledge, I think it is more the issue that the test is only available once a month which, if failed, can lead to lengthy delays in getting a license	11/6/2019 4:48 PM
13	With GPS technology 'the Knowledge' is now largely redundant.	10/23/2019 7:21 PM
14	In modern society, with the advancement of GPS and Sat navs, the requirement for a geographical test is absolutely minimal, so I can see a benefit to this. However, if the council does seek to remove the requirement, there should be a replacement test of something more relevant - such as a Spoken Language and Numeracy tests.	10/9/2019 2:22 PM
15	Standards will reduce as a result.	10/9/2019 1:27 PM
16	Precise local knowledge is vital for all drivers	10/9/2019 1:01 PM

17- Drivers should pass a proper test like I had to 20 years ago. You knew where you were supposed to be going, drivers that are being licensed now haven't got a clue where they are going, it should be a difficult test

18- Using a satnav in your local area does not look professional. Local knowledge is a must for the shortest route to take.

Q3 To ensure passenger safety, seat belts must be in a clean and excellent condition with no cuts, fraying or deterioration.

Answered: 86 Skipped: 0

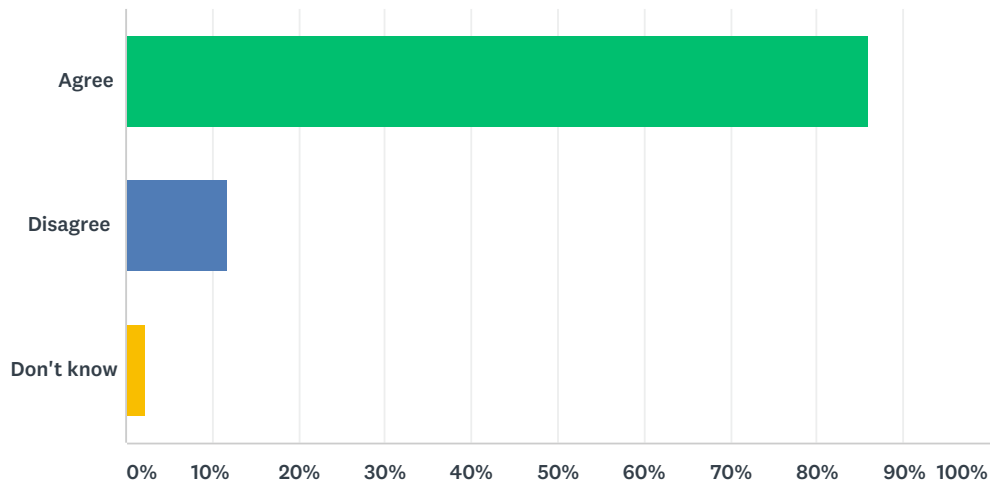


ANSWER CHOICES	RESPONSES
Agree	94.19% 81
Disagree	4.65% 4
Don't know	1.16% 1
Total Respondents: 86	

#	COMMENTS	DATE
1	And they should be worn	12/4/2019 6:09 AM
2	I think this is a Road Traffic Act requirement	12/3/2019 10:00 AM
3	Surely part of the MOT Test.	11/28/2019 3:44 PM
4	Passenger seat belts I agree. For WAV vehicles (notably rear loading), restraints are usually ratchet based and within a housing or hidden underneath the floor. Given the variety of wheelchair widths and the number of times they move in and out of the casing, a degree of fraying should be expected. As an example, a half inch web belt was satisfactory to lift my daughters wheelchair (185Kg), those fitted in a WAV are usually 2 inches thick, so a degree of fraying will have no detrimental effect on restraining a wheelchair.	11/26/2019 9:50 PM
5	The taxis are given an mot test every six months. The Mot is a part of the saftey system of the taxi The test is carried out by a Department of transport approved inspector this should be sufficient as he or she are fully trained and have the relivant knowledge of saftey	11/19/2019 5:31 PM
6	And the driver must ensure that passengers ARE belted in and help if necessary. How many trips I've had fumbling around for the belt...	11/15/2019 5:52 AM
7	As long seatbelt is mot compliant is good to use , public isn't trained to asses such a things	11/14/2019 8:56 PM
8	Absolutely correct	11/14/2019 1:18 PM
9	This is common sense. From a safety point of view, a seat belt should not be damaged. According to RoSPA, seatbelts should not be frayed or fluffing round the edge. This is confirmed as a reason to fail an MOT (S5.2 of the MOT Test Manual states that a damaged seatbelt is a MOT Failure). From a customers point of view - no one wants to wrap a dirty or sticky seatbelt around them!	10/9/2019 2:22 PM
10	This is for a MOT to decide not the council.	10/9/2019 1:27 PM

Q4 In order to ensure safety standards are met, any tinted windows or replacement glass must comply with construction and use regulations.

Answered: 86 Skipped: 0

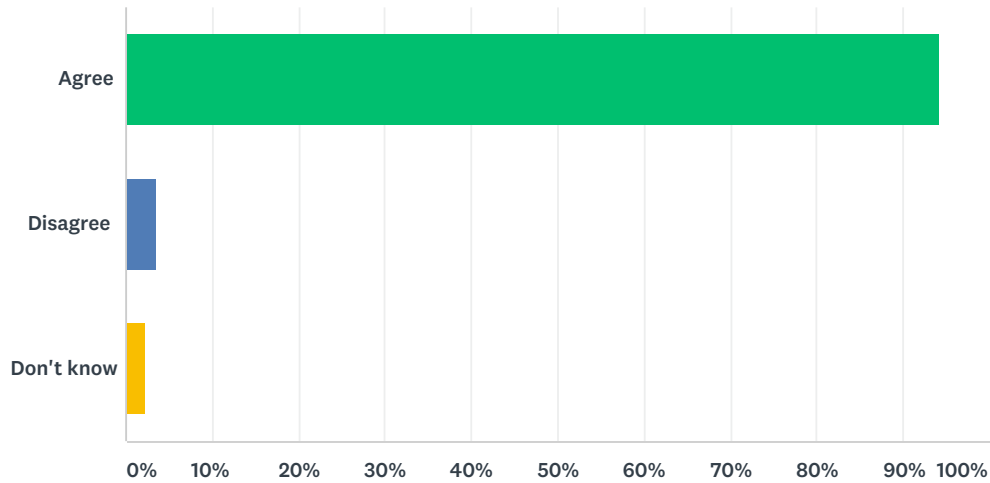


ANSWER CHOICES	RESPONSES
Agree	86.05% 74
Disagree	11.63% 10
Don't know	2.33% 2
Total Respondents: 86	

#	COMMENTS	DATE
1	As i do not agree with council policy regarding the none use of tinted windows on taxis ,,,,,,i do agree that were the glass has been damaged it should be fitted and conply with all saftey standards	11/19/2019 5:31 PM
2	Well of course!	11/15/2019 5:52 AM
3	Most cars come with factory tinted glass where designers are aware of issues and fitters are qualified	11/14/2019 8:56 PM
4	Allow Manufactured tinted windows	11/14/2019 12:49 PM
5	And regular vehicle checks in addition to MOTs	11/11/2019 6:19 PM
6	Whilst I do agree that glass needs to be as factory fitted standard whether it be original or replacement, the current policy regarding window tints has made purchasing a vehicle meeting its standards as nigh on impossible. The current tint criteria needs to be relaxed	11/6/2019 4:48 PM
7	Manufacturers recommendation is fine	10/14/2019 1:39 PM
8	DARK GLASS IS A NO NO	10/9/2019 1:18 PM

Q5 To ensure vehicles are fit for their purpose of carrying members of the public, lamps and reflectors must be in good condition with no signs of damage or lens deterioration.

Answered: 86 Skipped: 0

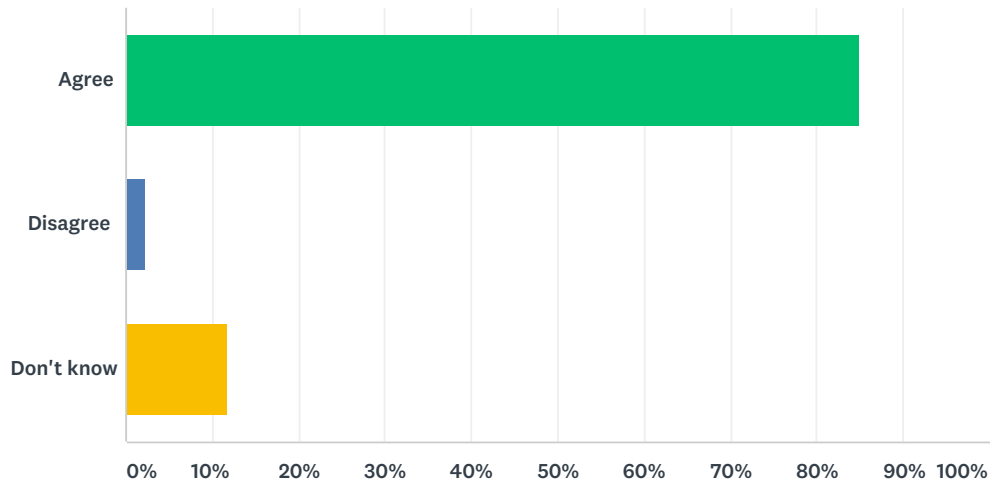


ANSWER CHOICES	RESPONSES
Agree	94.19% 81
Disagree	3.49% 3
Don't know	2.33% 2
Total Respondents: 86	

#	COMMENTS	DATE
1	Include interior lighting in this for personal safety.	12/6/2019 12:48 PM
2	In line with mot makes sense	12/3/2019 6:46 PM
3	And headlights should be legal and checked every month for faults	11/28/2019 10:20 PM
4	MOT!!!	11/28/2019 3:44 PM
5	Should be inspected and signed for every day	11/28/2019 1:08 PM
6	Once again all taxis recieve 6 month mot as a part of there licencing conditions they are checked and passed by fully qualified Department of transport inspectors ,,,,,,this is there job not the councils ,,,,,,and should not be undermined, if so what is the piont on the mot test in the first place	11/19/2019 5:31 PM
7	Again, this should be decided by MOT as this is their job!	10/9/2019 1:27 PM

Q6 For the protection and comfort of passengers and drivers, lifting equipment, ramps and restraints fitted to wheelchair accessible vehicles must meet the specification and standard stated within the policy.

Answered: 86 Skipped: 0

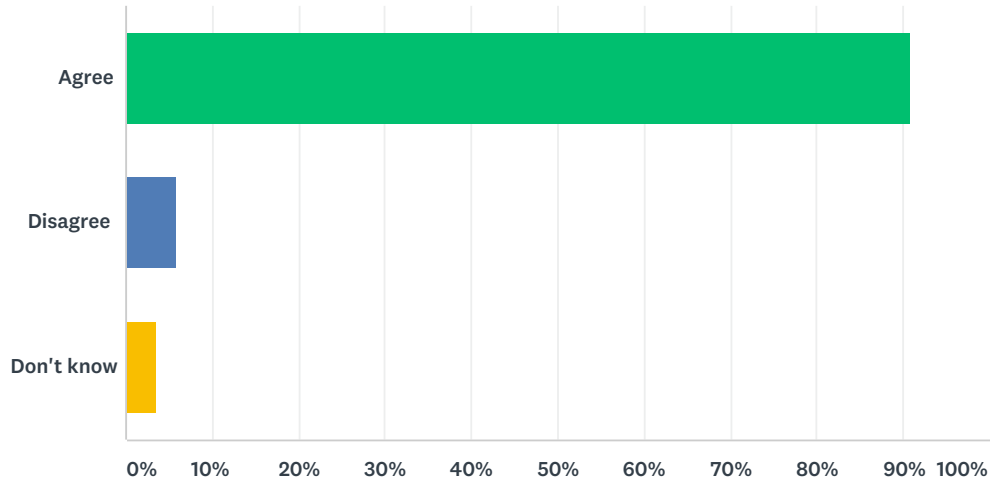


ANSWER CHOICES	RESPONSES
Agree	84.88% 73
Disagree	2.33% 2
Don't know	11.63% 10
Total Respondents: 86	

#	OTHER (PLEASE SPECIFY)	DATE
1	See comment earlier re degree of feathering. Generally though, agreed	11/26/2019 9:50 PM
2	Don't they?	11/15/2019 5:52 AM
3	I couldn't locate this in the current policy online to comment, it being: Hackney_Carriage_and_Private_Hire_Policy_2017_to_2020_version_4_as_from_2003191	11/6/2019 4:48 PM
4	There should be big incentives for divers to have cars with this capacity	10/9/2019 2:48 PM

Q7 Drivers should be subject to conditions of use for run flat tyres, space saver tyres and tyre repair kits. These conditions are considered necessary to prevent vehicles being used for prolonged periods with secondary tyre solutions.

Answered: 86 Skipped: 0

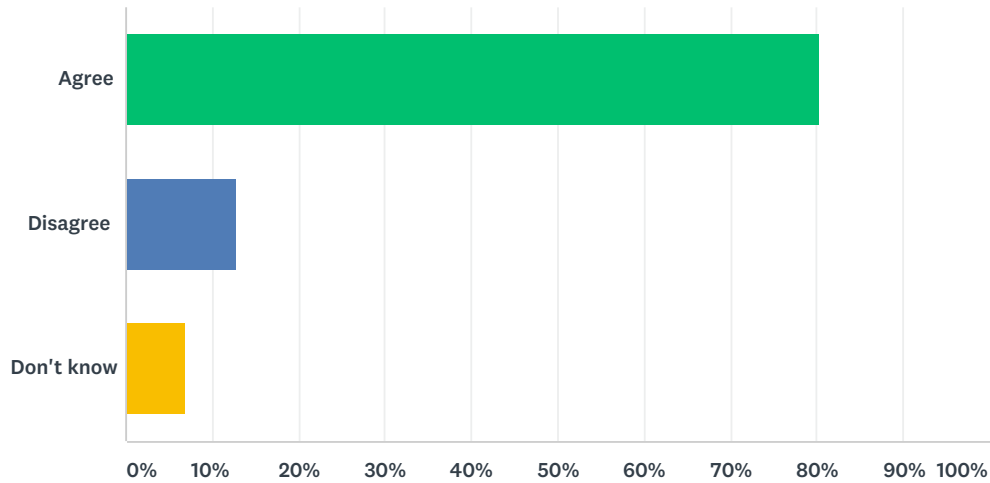


ANSWER CHOICES	RESPONSES
Agree	90.70% 78
Disagree	5.81% 5
Don't know	3.49% 3
Total Respondents: 86	

#	COMMENTS	DATE
1	Basic part of MOT so would expect these to be mandatory.	12/6/2019 12:48 PM
2	Saftey first at all times	11/19/2019 5:31 PM
3	Most new cars do not come with spare wheel Another pointless point	11/14/2019 8:56 PM
4	There should be a way of reporting an issue and a window such as 3 days to get the proper wheel back on the car so people can still earn money	11/14/2019 1:18 PM
5	You're not supposed to use a Run Flat tyre for more than 100 miles and a space saver for 50 miles. Quite how you prove a driver has been using a run flat or space saver longer than the most recent job is beyond me, as the driver will always claim that its "only just happened" ...!	10/9/2019 2:22 PM

Q8 A Hackney carriage 'for hire' roof light should be fitted at all times. This is considered necessary to ensure that Hackney carriages are recognisable at all times and not mistaken for private cars.

Answered: 86 Skipped: 0



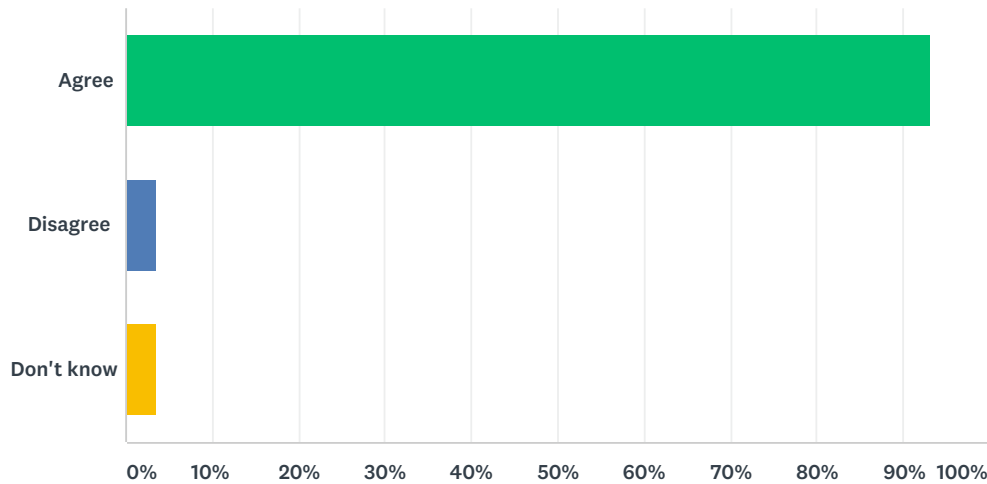
ANSWER CHOICES	RESPONSES
Agree	80.23% 69
Disagree	12.79% 11
Don't know	6.98% 6
Total Respondents: 86	

#	COMMENTS	DATE
1	The Hackney carriage roof light is removable for the reason that when the car is being used for private family use it is not visible to the public .when the car is out of area it is not hailed for hire by members of the public ,when it is working and for hire should be on at all times though	11/19/2019 5:31 PM
2	Surely the badge in the window and the appropriate plate and graphics is enough?	11/15/2019 5:52 AM
3	Non essential	11/15/2019 12:48 AM
4	Should be compulsory	11/14/2019 4:04 PM
5	Yes it's so confusing when they don't have them!	11/14/2019 1:18 PM
6	If not working shouldn't be appropriate	11/14/2019 12:49 PM
7	I agree that it should be fitted at all times while a driver is working, but be removable whilst not on duty	11/6/2019 4:48 PM
8	Only when working	10/9/2019 3:03 PM
9	I think more design aspects should be used to make them look like a unified service like Guildford has	10/9/2019 2:48 PM
10	Clear identification is vital to ensure that touters and illegal taxis do not operate.	10/9/2019 2:22 PM
11	I THINK NO SIGN MAKES INSURANCE INVALED AS THEY ARE INSURED AS TAXIS	10/9/2019 1:18 PM

12-can be removed if out of area or on holiday etc.

Q9 Operators must pass a knowledge test to demonstrate they have a satisfactory understanding of their responsibilities, the law and Runnymede’s policy requirements. This also applies to existing operators who must pass the test by 31 December 2020. There will be no charge for existing operators sitting the test.

Answered: 86 Skipped: 0

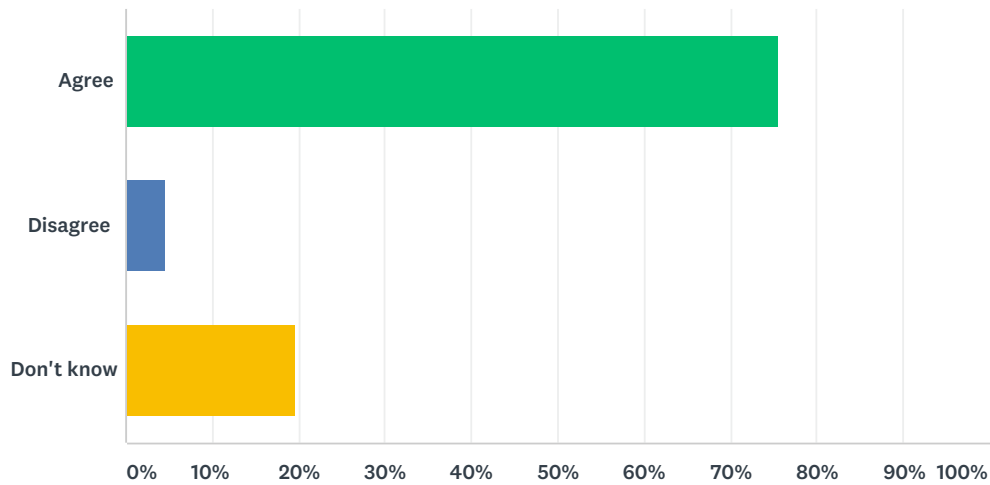


ANSWER CHOICES	RESPONSES
Agree	93.02% 80
Disagree	3.49% 3
Don't know	3.49% 3
Total Respondents: 86	

#	COMMENTS	DATE
1	And should have a good command of the english language both speaking and understanding	11/28/2019 10:20 PM
2	Yes there should also be refresher courses every other year	11/14/2019 1:18 PM
3	Some understanding of notable/historic locations in the Borough may be desirable, but with GPS technology this is an increasingly redundant requirement	10/23/2019 7:21 PM
4	Completely agree. Not just for a safety aspect for the travelling public - but also for Operators to demonstrate that they understand their legal requirements and prevent 'accidental' breaches of Licensing Law.	10/9/2019 2:22 PM

Q10 There should be a revision of record keeping requirements and conditions so that they are comprehensive and easy to understand.

Answered: 86 Skipped: 0

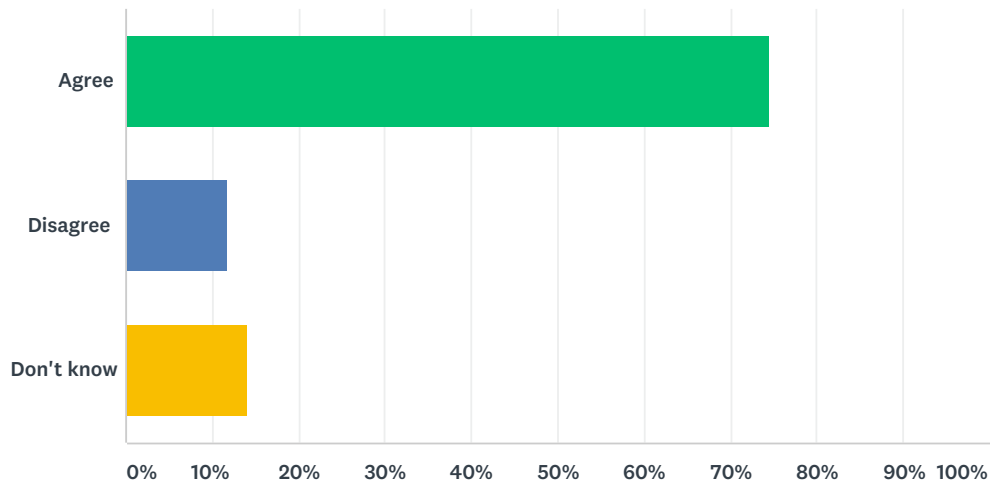


ANSWER CHOICES	RESPONSES	
Agree	75.58%	65
Disagree	4.65%	4
Don't know	19.77%	17
Total Respondents: 86		

#	COMMENTS	DATE
1	Could this be centralised to provide broad feedback on the performance, safety and environmental operators. Could you then issue awards to operators that promote the right standards	12/6/2019 12:48 PM
2	What does this mean?	11/29/2019 12:53 PM
3	And manageable to compile. Taxi drivers earn when they are driving not doing paperwork. An aircraft only earns money when it is up in the air, not on the ground	11/26/2019 9:50 PM
4	Recording of what?	11/15/2019 5:52 AM
5	ONLY PRIVATE HIRE	10/9/2019 1:18 PM

Q11 Clarification by the addition of a condition on an operators licence that the operator's base is situated within the borough.

Answered: 86 Skipped: 0



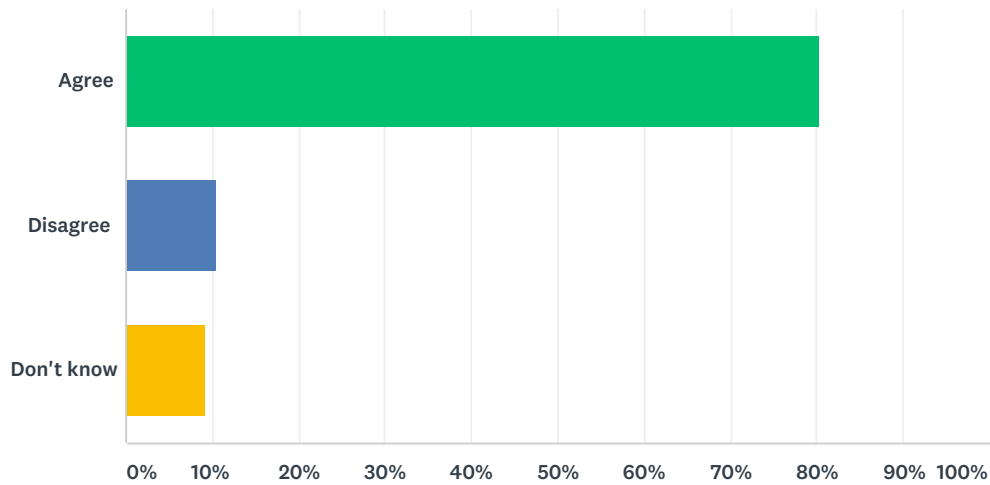
ANSWER CHOICES	RESPONSES
Agree	74.42% 64
Disagree	11.63% 10
Don't know	13.95% 12
Total Respondents: 86	

#	COMMENTS	DATE
1	Doesnt matter	11/29/2019 12:53 PM
2	If you wish to operate in the Borough ,,,,,,you should be licenced and have premises and pay relivant fees	11/19/2019 5:31 PM
3	Will this be visible to the passenger? How does it matter?	11/15/2019 5:52 AM
4	I can't see why this should be a requirement except to reduce the number of Uber drivers. Why does it matter where their base of operations is?	10/24/2019 9:13 PM

5 - office should be staffed

Q12 To ensure public safety, private hire operators must notify the Council or Police of complaints.

Answered: 86 Skipped: 0

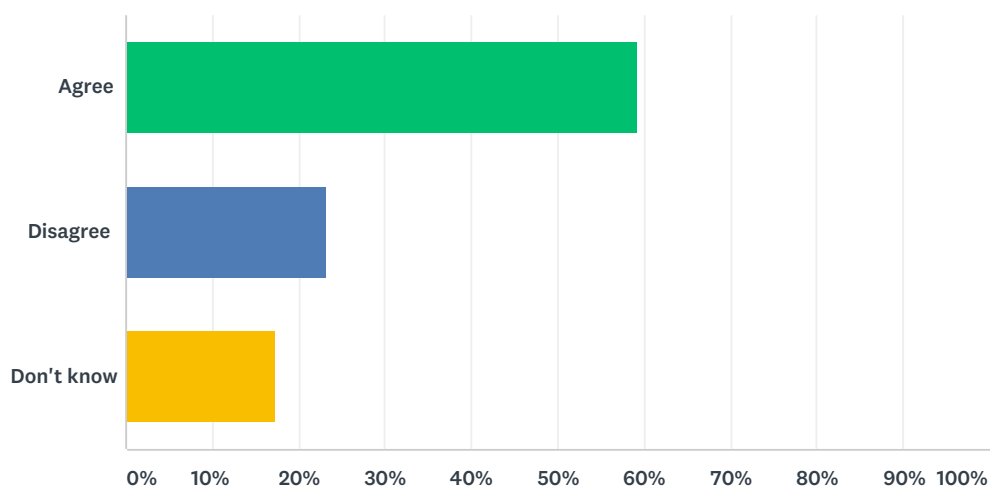


ANSWER CHOICES	RESPONSES	
Agree	80.23%	69
Disagree	10.47%	9
Don't know	9.30%	8
Total Respondents: 86		

#	COMMENTS	DATE
1	Like the earlier question, provide trend information and reward best operators.	12/6/2019 12:48 PM
2	Within reason - the taxi fare was £15 yet in 1940 I paid £1.50! Generally agree with the policy.	11/26/2019 9:50 PM
3	The is paramount, public safety at all times	11/19/2019 5:31 PM
4	Depends on severity of complaint	11/15/2019 10:06 AM
5	Local council should be notified for general complaint. Police should only be involved where necessary for serious complaints such as racial or sexual abuse/attacks	11/14/2019 12:55 PM
6	If the police or council have the time	11/14/2019 12:49 PM
7	I agree but only if they are of note and not simply day-to-day 'niggles'!	11/6/2019 4:48 PM
8	Depends on the nature of the complaints surely?	10/24/2019 9:13 PM
9	Without doubt.	10/9/2019 2:22 PM
10	If complaints are of a serious nature 'Yes', otherwise should be dealt with by the operator as some complaints are very petty!	10/9/2019 1:27 PM

Q13 The law allows an exemption for children under 3 to travel in the rear of a taxi without a seatbelt. Whilst not proposed in this policy, for future consideration would you like to see further measures introduced by the Council to provide seatbelt restraint for children under 3 in a taxi. Do you think this is something the Council should consider?

Answered: 86 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	59.30% 51
Disagree	23.26% 20
Don't know	17.44% 15
Total Respondents: 86	

#	COMMENTS	DATE
1	Too expensive for drivers	11/29/2019 12:53 PM
2	What is required in normal cars for children and seats should apply under these circumstances too	11/28/2019 10:20 PM
3	And use of child seats - supplied by the user not by the taxi driver/company.	11/26/2019 9:50 PM
4	All adults are told the safe way to travel holding there children in the rear of the taxi ,any more additional cost added to the trade will kill it	11/19/2019 5:31 PM
5	Imperative!	11/15/2019 5:52 AM
6	A booster seat is small enough to keep in a boat without it taking up space that wouldn't permit luggage also going into the boot. All drivers should have a booster seat on board at all times	11/14/2019 8:53 PM
7	Everyone, no matter if age should wear a seatbelt	11/14/2019 4:04 PM
8	Yes it's madness	11/14/2019 1:18 PM
9	Passengers travelling with children should supply appropriate child seat, booster etc as this is not practical for each taxi driver to carry	11/14/2019 12:55 PM
10	At no cost to the driver	11/14/2019 12:49 PM
11	And also supply a number of vehicles with female drivers and those that also are approved to carry pets	11/11/2019 6:19 PM
12	So long as it is easily conveyable by the driver	11/6/2019 4:48 PM
13	No I don't think it's necessary.	10/24/2019 9:13 PM

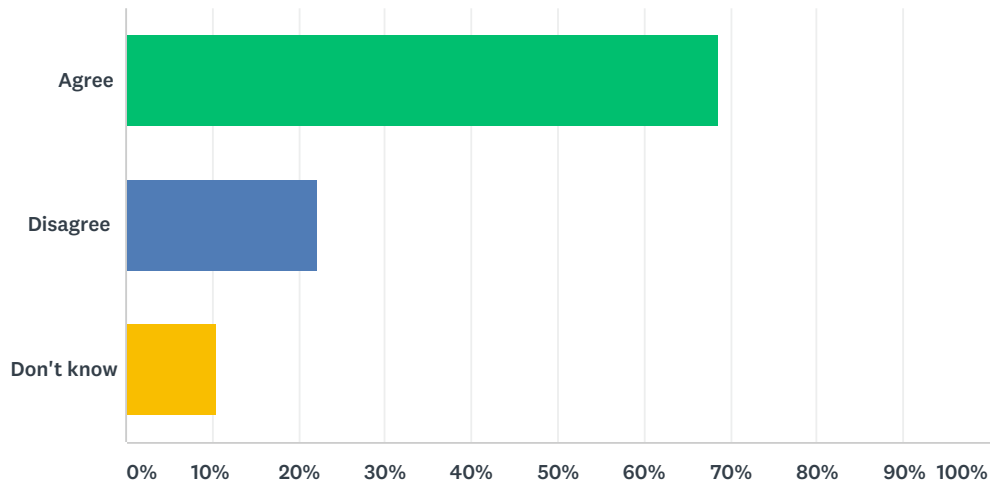
Runnymede Hackney Carriage and Private Hire Consultation

14	Mandatory use of appropriate seatbelts by young children should be considered.	10/23/2019 7:21 PM
15	without doubt.	10/9/2019 2:48 PM
16	I would seek advice from safety organisations before even considering this. Childs car seats come in such a wide variety, it would be very important to ensure that one was suitable for all children before proceeding. And if not - then would that mean the child could not be carried?	10/9/2019 2:22 PM
17	Law is perfectly good as it stands.	10/9/2019 1:27 PM

18-only if it does not interfere with other passengers

Q14 Children over three find the seatbelt lies across their neck rather than chest. A form of adjuster can allow the seatbelt to sit across the chest to offer protection. Whilst not proposed in this policy, for future consideration would you like to see conditions which require drivers and vehicle proprietors provide suitable devices for children in taxis?

Answered: 86 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	68.60% 59
Disagree	22.09% 19
Don't know	10.47% 9
Total Respondents: 86	

#	COMMENTS	DATE
1	Basic booster seat is ok. But more complex "child seats" would be tricky for operators.	12/6/2019 12:48 PM
2	And provided by the user..its their child, they should look after the security and comfort accordingly.	11/26/2019 9:50 PM
3	The more extra devices will only take more room ,this in turn will restrict the amount of luggage the taxi can take . Most passengers bring there own booster seat etc.	11/19/2019 5:31 PM
4	9 times out of 10 boosters/car seats eradicate this problem	11/15/2019 10:06 AM
5	Absolutely!	11/15/2019 5:52 AM
6	This really is down to the parents. Not the driver. Us parents can hold a seatbelt for our child whilst sitting next to them and still keeping them safe	11/14/2019 4:04 PM
7	At no cost to the driver	11/14/2019 12:49 PM
8	That's could be a lot of expense for drivers who don't carry children.	10/24/2019 9:13 PM
9	Law is perfectly good as it stands.	10/9/2019 1:27 PM

Q15 If you have any comments on any other part of the draft policy which you would like to make, please place them below.

Answered: 27 Skipped: 59

#	RESPONSES	DATE
1	<p>Guide Dogs response to Runnymede Borough Council's Hackney Carriage and Private Hire Consultation 6th December 2019 Summary Guide Dogs provides mobility services to increase the independence of people with sight loss in the UK. Alongside our mobility work we campaign to break down physical and legal barriers to enable people with sight loss to get around on their own terms. There are an estimated 2760 people living with sight loss in the Borough of Runnymede, and 40 guide dog owners in Surrey. Taxis and private hire vehicles (PHVs) and the door to door service they provide are essential for disabled people. They are particularly important for the independence of blind and partially sighted people, who are unable to drive, and often face barriers when using public transport. However, accessing taxis and PHVs can be a major challenge for assistance dog owners: In April 2019, we surveyed 421 assistance dog owners to ask about their experiences in the preceding 12 months. The survey revealed that unfortunately many assistance dog owners are still experiencing access refusals. 76% said they had experienced a refusal at one point, 42% reported that they had at least one in the last 12 months. Concerningly, taxis and Private Hire Vehicles (PHVs) remain the business most likely to turn away an assistance dog. Of assistance dog owners who reported at least one refusal in the last year, 73% reported they had been refused by a taxi or PHV driver during the same time period. Such access refusals can have a significant impact on assistance dog owners' lives, leading to feelings of anger and embarrassment and a loss of confidence and independence. Key recommendations: • We welcome that the policy clearly states that all drivers are under a duty to carry, free of charge, any assistance dog. We also welcome that the policy highlights that this is a legal requirement under the Equality Act 2010 and failure to do so is a criminal offence. • All drivers should be required to undertake disability equality training, as recommended by the Government. • We welcome that the policy specifies that a medical exemption certificate for carrying assistance dogs will only be issued when authorised by a medical practitioner and accompanied by medical evidence, such as a blood test, a skin prick test or clinical history. • We welcome that the policy states that the Licensing Authority will seek to use tactile measures which are distinguishable to vision-impaired passengers. We recommend this could be by as an embossed or raised 'E and a braille maker to accommodate both braille and non-braille readers. • We welcome that the policy should state that councils will use their best endeavours to investigate all reported violations of the Act with a view to pursuing a conviction. • The policy should state that all refusals of assistance dogs by taxi or PHV drivers should result in the maximum 12 points on the licence. • We welcome that the policy states that the council will undertake test purchases to ensure that licensing requirements are being complied with. Highlighting obligations under Equality Act 2010 in respect of Assistance Dogs We note that the draft policy specifies in section 5.74, 5.75 and 7.34 that all drivers are under a legal duty under the Equality Act 2010 to carry, free of charge, any assistance dog and failure to do so is a criminal offence. The consequences of delayed travel combined with the emotional impact of facing discrimination and confrontation when trying to carry out everyday activities take a significant toll on assistance dog owners. Apart from feelings of anger and embarrassment, refusals can undermine the independence that assistance dogs bring to their owners. Assistance dog owners also reported that the stress of refusals has had a detrimental impact on their mental health and on whether they feel able to leave the house. This also has a negative impact on their ability to access work and other opportunities. As guide dog owners report: • "Each refusal is crushing, confidence shattering, rejecting, and traumatic. I always feel that I don't want to go out after - but work dictates I must." Guide dog owner, Stevenage • "I was left on my own at the side of the road in the dark. I am deaf and unable to phone for help and it made me feel very vulnerable. It makes me feel afraid to go out." Assistance dog owner • "I was very upset, it was dark, raining and 10pm at night. I was scared. I avoid evening invites, as I worry about getting home. I lose out on the chance of socialising with friends, which is bad, as I have no family." Guide dog owner, Rochester • "I used to have a very tough two-hour commute to work. The taxi part of the journey was the shortest bit travel wise, but it always ended up being the bit that held me up the most because I was having to spend time facing drivers who wouldn't take me with my dog. ... It's good that my contract was flexi hours otherwise I'm sure I would have been sacked for being late all the time – it happened so often." Guide dog owner, Daventry Disability equality training As stated above, drivers who refuse to carry an assistance dog are committing a criminal offence under the Equality Act 2010. A Guide Dogs survey found that many taxi drivers are unaware of their legal obligations and the impact refusals have on assistance dog owners. The best way to address this is through disability equality training for all taxi and PHV drivers. Therefore, to help reduce the number of access refusals, it is important</p>	12/10/2019 4:53 PM

Runnymede Hackney Carriage and Private Hire Consultation

that drivers know their legal obligations and how to best offer assistance to their customers with vision impairments, including those travelling with a guide dog. The Council's intention to introduce compulsory Child Sexual Exploitation and Safeguarding training is extremely welcome (s7.27). We are disappointed that the Council has not added a requirement for all drivers to successfully complete disability equality training. We recommend that this training, as well as highlighting a driver's legal obligations and disabled people's rights, should focus on the concept of people being disabled by society's barriers and attitudes. It should highlight the role an organisation and individuals play in the removal of those barriers, while also including awareness elements such as customer care, etiquette and appropriate communication. Disability equality training for all taxi and PHV drivers has also been recommended by the Transport Select Committee, the Law Commission and the House of Lords Disability and the Equality Act 2010 Committee . . In response to concerns into taxi licensing, the government also formed a Working Group, which in 2019 as part of its recommendations concluded that all taxi and PHV drivers should undertake disability equality training as a condition of their license. Further, the Department for Transport has recently committed to include disability equality training in the national minimum standards which they will legislate to introduce "when time allows". They also have stated that they 'would urge the remainder [of local licensing authorities] to take action now, using their existing licensing powers, to ensure that every driver receives it'. In addition, the DfT currently monitors which licensing authorities require disability equality training as part of their taxi and minicab statistics. Many of the positive experiences disabled people report when using taxis and PHVs come about following disability equality training. Councils that have introduced disability equality training report very positive results with fewer refusals and drivers feeling more confident in assisting passengers with disabilities. Medical exemption certificates We are pleased to note that the draft policy states that being issued with a medical exemption certificate by Runnymede Borough Council is the only circumstance when an assistance dog may be declined and this must be authorised by an applicant's General Practitioner and accompanied by medical evidence which demonstrates the driver's genuine medical condition that is aggravated by exposure to dogs, such as a blood test, a skin prick test or clinical history. We welcome that in Appendix F and G of the draft policy states that "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". Currently, it is not permissible for licensing authorities to issue exemption certificates which incorporate tactile features, as this would alter the certificate's prescribed form and render it invalid. We therefore recommend that Runnymede Borough Council issues exemption certificates that are accompanied by features distinguishable to vision-impaired passengers, such as an embossed or raised 'E' and a braille marker to accommodate both braille readers and non-braille readers. Guide Dogs would be happy to supply the Council with tactile exemption cards. Enforcement While our survey shows that many assistance dog owners have been refused access over a one-year period, many of these incidents are not reported. Indeed, research in 2019 found that only 8% of owners who had been refused access had taken legal action which resulted in prosecution. In part, the underreporting is due to challenges of reporting, especially for people with sight loss. However, it is also due to disappointment at the lack of action taken following an access refusal and the low fines issued. Considering the significant impact an access refusal can have on assistance dog owners and their communities, it is important that assistance dog owners know that all cases of access refusals are viewed very seriously and are investigated. We are pleased that Runnymede Borough Council have made clear in the policy document that they will take a "very serious view" of operators who commit an offence contrary to the Equality Act (s7.38) and a "zero tolerance" to access refusals with a view to pursuing a conviction (Appendix F, under Equality Act). We also welcome that the draft policy states that Runnymede Borough Council may "Undertake periodic test purchasing with assistance dog owners or wheelchair users on licensed vehicles to ensure that licensing requirements are being complied with" (Appendix F, under Equality Act). We also would recommend that the Council takes other opportunities to seek the views of disabled people including blind and partially sighted people, for example, Runnymede Access Group. [REDACTED]

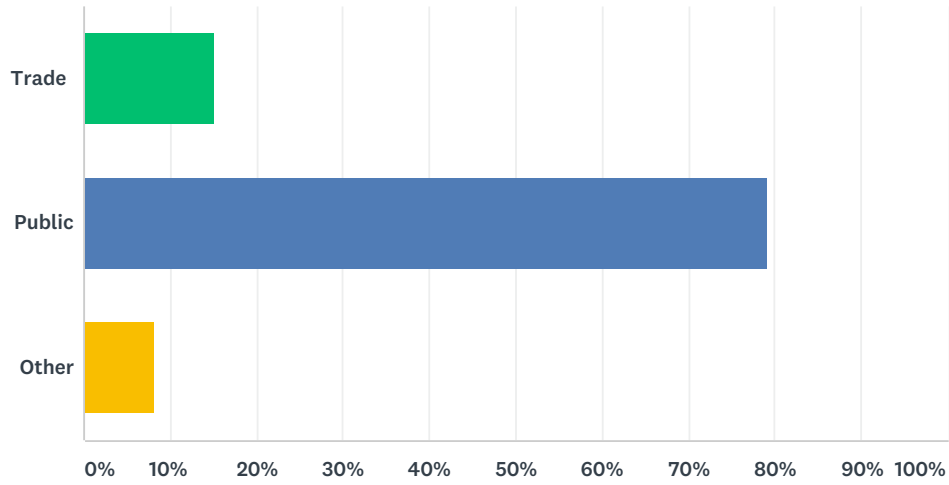
2	It should be a requirement that vehicles number plates should comply with regulations at all times. ie clean, not tinted, with correct and legally spaced font.	12/6/2019 12:57 PM
3	Promote electric/hybrid cars. Fines for engines lead idling Rubbish bins in all taxi's Fines for drivers who litter	12/4/2019 6:09 AM
4	Please allow Uber to operate	12/3/2019 6:46 PM
5	i believe we should be offering discounts to drivers who have electric cars	12/3/2019 10:00 AM
6	Lower the fares so they can compete with uber and make all taxis take cards	12/2/2019 3:02 PM
7	They must have conversational English to be able to understand directions -big problem with taxis	11/29/2019 12:53 PM
8	Good command of the English language	11/28/2019 10:20 PM

Runnymede Hackney Carriage and Private Hire Consultation

9	Yes. Could not see any reference to Uber in this. Whilst I am happy to use local taxi companies I am big user of UBER cabs. They are convenient (I can always get one !) they have been reliable. I know the name of the driver and the car I was in. Any surveys for the area should include the Uber service	11/28/2019 6:22 PM
10	Make it a clear distinction that where a lane marking is for taxi's/buses/ LGV's that private hire operators are told that they are not a hackney carriage/licensed Taxi and therefore cannot use the taxi/bus lanes.	11/28/2019 1:45 PM
11	Full action taken against taxi drivers that endanger members of the public by ignoring road marketing's and driving on the path	11/28/2019 1:08 PM
12	Generally fine.	11/26/2019 9:50 PM
13	I feel it is time now for the council to review the fairly new policy of tinted windows in new and replacement vehicles for the taxi trade.we are now at a disadvantage,,,,,30% of most vehicles have tinted rear windows ,most are estate and Poeple carriers.These are the vehicle's mostly used in the taxi trade mainly for the ability to take luggage. The glass is put in them by manufacturers as the poeple that buy them are normally familys with children .The glass is normally put in them for sun protection and not privacy.The council have now issued a operators licence to the company OLA this company is a web based App private hire car provider .The council knows full well that this company will use cars from other areas and has no power to stop this .The OLA company will have cars from other areas with tinted and blacked out windows picking up members of the public in Runnymede ,as the council have no powers to stop this it makes a mockery of there own so called child saftey policy regarding tinted windows. I prupose that the council now drop the tinted window policy as it is not fit for purpose since they have granted a operators licence to OLA contradicting there own saftey policy .I also feel the council have now left the door open to Runnymede taxi and private hire drivers to explore legal avenues for possible discrimination.	11/19/2019 5:31 PM
14	How can drivers keep to The speed limits. They seem to have some exception.... Except Uber drivers. With a star system and the ability to Comment they generally behave. Oh, and Windsor Cars are very good Too	11/15/2019 5:52 AM
15	no comments	11/15/2019 2:33 AM
16	Drive sensible and talk politely	11/14/2019 9:27 PM
17	Na	11/14/2019 8:53 PM
18	Consider the provision for accepting dogs in cars. Could be that they sit on a towel, are on a harness, etc.	11/14/2019 7:11 PM
19	The general behaviour of local taxi drivers should be reviewed, including parking regulations, stopping in appropriate places and adherence to speed limits etc.	11/14/2019 12:55 PM
20	None	11/14/2019 12:38 PM
21	No comments	11/14/2019 12:01 PM
22	Female drivers and pet taxis would be a great addition along with criminal checks on Drivers	11/11/2019 6:19 PM
23	Investigate use of cleaner, greener technology for all taxis. For example mandating that taxis should use hybrid or electric technology.	10/23/2019 7:21 PM
24	none	10/14/2019 8:50 AM
25	nil	10/11/2019 8:01 AM
26	We want electric taxi's it would provide a reason to get them rather than an Uber, also an App to arrange pick up would be great.	10/9/2019 2:48 PM
27	Council should stick to their job and area of expertise and leave matters pertaining to vehicles to the professionals i.e. MOT testers.	10/9/2019 1:27 PM

Q16 Please select one of the following most suitable to you:

Answered: 86 Skipped: 0



ANSWER CHOICES	RESPONSES	
Trade	15.12%	13
Public	79.07%	68
Other	8.14%	7
Total Respondents: 86		

#	IF OTHER, PLEASE SPECIFY BELOW:	DATE
1	Charity - Guide Dogs	12/10/2019 4:53 PM
2	Runnymede Councillor	12/3/2019 10:00 AM
3	Councillor	10/23/2019 7:21 PM

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 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.

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.

This 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 or those with wheelchairs by making clear the Council's expectations and legal requirements. The policy highlights the fact that drivers cannot charge extra for the additional time it may take to assist any disabled person, as demonstrated in a recent Court case.

To assist the taxi trade a Guide Dogs Association flyer called 'Top tips for taxi drivers' has been 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. The policy has a positive impact in relation to wheelchair users. For the protection and comfort of wheelchair users all ramps, lifting equipment and restraints must be clean, in excellent condition and meet the relevant ramp or lifting equipment regulations.

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 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 document, 'Assessing fitness to drive: a guide for medical professionals', published by the DVLA and updated every 6 months. This guide for local authorities recommends that hackney carriage and private hire drivers should meet the same medical standards bus and lorry drivers must meet under the DVLA's requirements, that being the DVLA Group 2 standard.

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 accessible. However, the Council recognises accessibility of vehicles and encourages operators and proprietors to recognise the potential market for wheelchair accessible vehicles. The Council complies with section 167 of the Equality Act 2010 by publishing a designated vehicle list on its website, this list shows which vehicles are wheelchair accessible and give details of the operator/proprietor to enable bookings to be made. The policy makes it clear that it is an offence for a driver of a designated vehicle to refuse or fail to comply with their duty under section 167.

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

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 Surrey County Council have developed an online Child Sex Exploitation (CSE) and safeguarding awareness program in partnership with the charity, Bernardo's. This has been in place since May 2018 and it is a mandatory condition that all drivers and operators licensed by Runnymede (and elsewhere in the County) complete this training prior to being licensed. All existing drivers and operators were also required to complete this training, and this was accomplished in June 2019.

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" 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 follow the medical guidance produced by the DVLA.
- 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 Group advice.

Date completed:

Sign-off by senior manager:

7. **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)