



Hackney Carriage and Private Hire Policy 2025

Local Government (Miscellaneous Provisions) Act 1976

V1: Adopted on 24 May 2022 (Annual Council)

V2: Amended by Head of Regulatory Services on 13 June 2023 – minor change to medical fitness process

V3: Updated following changes to [DfT guidance](#) alongside the [Statutory Guidance](#) and HCCSP guidance

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1. Definitions

For the purpose of this policy –

Authorised officer shall mean any officer within the Council authorised by the Council’s scheme of delegations as set out in the Council’s Constitution.

The Council shall mean Three Rivers District Council.

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

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

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

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

Additional Periods This is an amount of time after the length of a criminal sentence that needs to expire before we would consider making a licensing decision about an applicant. For example, someone’s length of sentence for robbery may be two years, but they only serve six months’ imprisonment. We would not consider that person fit and proper for those two years and for an additional period of three years (that is, five years in total from the date of conviction). **The additional periods are set out in Section 24 of the policy below.**

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

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

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

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

Terminology

	Taxi (Hackney Carriage)	Private Hire
Ply for hire	✓	X
Prebooked	✓	✓
Operating from rank	✓	X
Fare Meter required	✓	X
Fare tariff set by council	✓	X
Number of vehicles may be restricted by councils	✓	X
Taxis require two types of licence:		Hackney carriage proprietors (vehicle) licence Hackney carriage drivers’ licence
The provision of a private hire service requires three types of licence:		Private hire operator’s licence Private hire vehicle licence Private hire drivers’ licence

2. Introduction

This policy has been produced pursuant to the powers conferred by the Local Government (Miscellaneous Provisions) Act 1976 and Town and Police Clauses Act 147 which places the duty on the Council to carry out licensing functions in respect of Hackney Carriage and private hire vehicle, drivers and operators.

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

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

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

Before granting or renewing a licence officers must be satisfied that an applicant is a "fit and proper person" to hold a licence, as set out in sections 51, 55 and 59 of the 1976 Act. This policy sets out how we decide not only whether an applicant is fit and proper when applying for a licence, but also to assess whether they remain so once a licence has been issued.

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 licence
- Existing licensed drivers whose licences are being reviewed/renewed
- Licensing officers
- Members of the Regulatory Services/Licensing committee/sub-committee
- Magistrates and Judges hearing appeals against local authority decisions.

This policy provides guidance to all parties on the criteria that will be taken into account when determining whether or not an applicant or an existing licence-holder is a fit and proper person to hold a Hackney Carriage and/or private hire driver or operator licence. Whilst criminal convictions play a significant part in the Licensing Authority's determination on whether an individual is fit and proper or not, the Council will also take into account other factors such as demeanour, general character, non-criminal behaviour, driving abilities, and police information etc.

The term "Fit and Proper" for the purposes of taxi and private hire licensing is not legally defined but it has also been described as "safe and suitable" in a number of court cases.

3. Background

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

Taxis and Private Hire Vehicles (PHVs) are vital to our community. As a Licensing Authority, we are responsible for ensuring the public travel safely and receive a good level of service, and that our systems attract good, reputable drivers.

Our critical responsibilities in licensing these drivers and vehicles have been highlighted by dreadful examples of licensed vehicle drivers and/or operators being involved in the sexual exploitation of children. Taxis are regularly used to transport children during the school run.

Elderly and disabled users also rely heavily on the door-to-door service taxis and PHVs provide, as it is often the only way for many residents to access local services. Licensed drivers are also entrusted to transport the most vulnerable of passengers. Clearly, drivers must therefore command the highest level of confidence before they can be entrusted with this responsibility. It is essential that we take seriously our responsibility to determine whether someone is a 'fit and proper' person to hold a licence.

The latest statistics show that there has been a decline in licensed drivers and vehicles details of which can be found online [Taxi and private hire vehicle statistics, England, 2024 \(revised\) - GOV.UK](#).

3.1 Three Rivers District Council Boundary



3.2 Practice, guidance & legislation

The Department for Transport ([DfT](#)) has national responsibility for Hackney Carriage and private hire legislation in England and Wales. As a result of the Office of Fair Trading producing a report on the UK Hackney Carriage and private hire trade, the DfT was asked to produce best practice guidance for local licensing authorities. The guidance was issued in March 2010 and updated in November 2023 entitled 'Taxi and Private Hire Vehicle Licensing: Best Practice Guidance'¹ and represents examples of good or best practice from within England and Wales. However, the document recognises that licensing authorities may reach their own decisions both on overall policies and on individual licensing matters in the light of their own circumstances.

The Council has therefore taken account of the DfT guidance and the [statutory taxi and private hire vehicle standards 2022](#) to develop and review this policy.

This policy also takes account of the legislative basis of the Council's taxi licensing powers, including those contained in the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976 and the Immigration Act 2016 (amended).

3.3 Equality Act 2010

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

Licensing authorities are required under the [Public Sector Equality Duty](#) to pay regard to the need to eliminate conduct prohibited by the Equality Act 2010, to promote equality of opportunity and to foster understanding between people who share a protected characteristic and those who do not. It is beyond the scope of this document to identify actions which would demonstrate compliance with this duty, and ultimately only a court can do so definitively.

3.3.1 Duties to assist passengers in wheelchairs

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

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

If the passenger chooses to sit in a passenger seat:

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

Section 167 of the Equality Act² allows licensing authorities to maintain a list of "designated vehicles", that is, a list of wheelchair-accessible Hackney Carriages and private hire vehicles licensed in their area. The consequence of being on this list is that the driver must undertake the duties in section 165.

Following the full commencement of sections 165 and 167 of the Equality Act 2010 on 6th April 2017, the Council will maintain a statutory list of wheelchair-accessible vehicles (i.e., designated vehicles).

Accordingly, drivers of these vehicles are required to carry passengers in wheelchairs, provide assistance to those passengers, and prohibits them from charging extra to do so.

3.3.2 Policy on exempting drivers on medical and physical condition grounds

The requirements of Section 165 of the Equality Act 2010 do not apply to drivers who are issued with a medical exemption certificate who display the prescribed notice in their vehicle.

Generally, the Council will seek to consider the contents of a driver's medical questionnaire when a driver requests to be granted the required exemption. However, where there is doubt as to the ability of the driver to assist passengers in wheelchairs, the Council may require the driver to obtain a more detailed report

¹[Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK](#)

² http://www.opsi.gov.uk/acts/acts2010/ukpga_20100015_en_1

from their registered GP or a Medical Practitioner who will need to be a qualified GP, confirming that the driver is not able to provide this service and should be granted an exemption certificate. Any charges associated with additional medical reports must be met by the driver and will not be reimbursed by the Council.

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

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

There is [comprehensive guidance issued by the DfT](#) in 2023 about the duties to carry guide and assistance dogs and the procedure for granting medical exemptions etc.

3.4 Immigration Act 2016 - <https://www.gov.uk/government/collections/immigration-bill-2015-16>

The Immigration Act 2016 requires 'right to work' checks to be carried out on any applicant applying for a new or renewal of a Hackney Carriage driver's licence, private hire driver's licence or operator's licence. Where a right to work is indefinite, this check is only required once; where it is time limited, licences may only be granted for that period and a further check is required when the existing right to work expires.

4 Policy aims & objectives

4.1 Objectives

- the protection of the public
- the maintenance of a professional and respected Hackney Carriage and private hire trade
- access to an efficient and effective local transport service
- the protection of our local environment
- to support small businesses by ensuring a consistent and fair approach.

4.2 Aims

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

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

4.3 Methods

The methods to be employed will include:

- work with the taxi and Hackney Carriage trade to deliver ongoing improvements, innovate, and deal with emerging issues
- setting the standards for the licensing of vehicles, drivers and operators
- annual licensing and routine inspection of vehicles, with appropriate follow-up action
- routine inspection of documents, with appropriate follow-up action
- routine checks of a driver's medical fitness and criminal record history during the time the licence is in force and knowledge of the district, highway code and licensing policy as well as driving ability (at the time of application)
- investigation of complaints with appropriate follow-up action

- liaison with Hertfordshire Constabulary, neighbouring local authorities and other agencies concerning issues of mutual concern
- prosecution, monitoring of contraventions, suspension or revocation of licences for breach of conditions or legislation
- proper training and development of Council officers
- continue to meet ongoing performance and efficiency targets for the service
- provision of information to licensees about good practice and what to expect of any inspecting officer
- promote the use of training/courses for licensees,
- provide mandatory training when it is considered appropriate to do so
- promotional activities to inform and encourage and maintain high standards.

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

- Hertfordshire Constabulary
- Driver and Vehicle Standards Agency
- Herts County Council
- Other local authorities
- Town and Parish Councils
- Three Rivers Railways and London underground
- Disclosure and Barring Service
- Department for Transport
- Driving and Vehicle Licensing Agency
- Home Office
- Department for Work and Pensions
- Other relevant agencies and departments.

5. Uniformity

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

The following areas are all considered important in achieving uniformity:

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

6. Administration of licences

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

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

7. General fees guidance

7.1 All licence fees must be paid by credit/debit card

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

7.3 In the event of a licence holder (driver or vehicle) or an operator surrendering their licence before its expiry, no refund will be provided.

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

7.5 Any agreement to refund fees by the Council will be subject to an administration fee.

7.6 Refunds will only be granted within the licence period. Any request for refunds outside of the licence period timescale will be refused.

8. Service standards

8.1 Subject to amendment from time to time by the Head of Regulatory Services it is the intention of the Council to offer the following service levels:

- You are able to contact the customer service team by email, through the website, or by phone who will take your enquiry and details of which will be passed to the appropriate member of the licensing team. This process is to reduce the need for licence-holders to travel to the council offices and to allow the team to deal with enquiries as effectively as possible.
- The Customer Services Team can be contacted by phone on 01923 776611 in line with the published opening hours.
- The Visitor Centre is open for visitors from 9am to 4pm, Monday to Friday (excluding Bank Holidays) at Three Rivers House, Northway, Rickmansworth, WD3 1RL (this is subject to change at the Council's discretion). Drivers are encouraged to e-mail general enquiries to: enquiries@threerivers.gov.uk or licensing.team@threerivers.gov.uk

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

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

9 Notification of decisions

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

10 Monitoring

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

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

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

11 Records

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

12 Data Protection

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

12.02 For the purposes of crime prevention, and with the purpose of protecting the public and/or protecting public funds, we may also share any information held with other bodies responsible for public functions, where there is a legal basis or a legal obligation to do so. For the most recent Council policy please visit our website.

13 Safeguarding

13.01 General

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

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

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

Drivers may also have concerns over the vulnerability of passengers who are being dropped off at locations in or out of the district.

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

13.02 When you have concerns regarding a child

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

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

If you are concerned about a young person, you can contact the Hertfordshire Safeguarding Children Board on **0300 123 4043** or email:

www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/report-child-protection-concern.aspx

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

13.3 When you have concerns regarding an adult

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

- Report abuse to Hertfordshire Safeguarding Adults Board: 0300 123 4042 or dial: 999
- Speak to the adult social care team: 0300 123 4042 (24 hours a day).
- Outside office hours: Complete the online form using the link below.

For up to date information you should visit the safeguarding section of the Hertfordshire County Council website: <https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/report-a-concern-about-an-adult.aspx>

14 Abuse of drivers by members of the public

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

15 Powers

We have powers in sections 61 and 62 of the Local Government (Miscellaneous Provisions) Act 1976 (as amended) (the 1976 Act) to:

- Suspend, or
- Revoke, or
- Refuse to renew,

The licences of applicants who have:

- lost their right to work in the UK;

- been convicted of an offence involving dishonesty, indecency or violence;
- failed to comply with the provisions of part II of the 1976 Act;
- failed to comply with the provisions of the Town Police Clauses Act 1847; or
- given the Council any other reasonable cause to act.

16 Policy on convictions and conduct for new applicants

16.1 Policy details

Each case is taken on its own merit.

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

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

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

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

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

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

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

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

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

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

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

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

16.2 Guidelines

16.2.1 Minor motoring offences

Convictions for minor traffic offences such as speed limit offences, or non-endorsable traffic offences such as obstruction or waiting in a restricted street should not prevent a person from applying to be a Hackney Carriage or private hire driver.

If sufficient points have been accrued to require a period of disqualification of the applicant's driving licence, then a Hackney Carriage or private hire licence may be granted 12 months after its restoration, but a warning should be issued as to future conduct. New applicants with 6 or more points on their DVLA driver's licence will be refused until endorsement(s) expire, and the number of penalty points drops below this threshold.

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

16.2.2 Traffic offences involving the loss of life

A very serious view will be taken of any applicant who has been convicted of a driving offence that resulted in the loss of life or serious injury. A licence will not be granted if an applicant has a conviction for any of the following: -

- Causing death by dangerous driving
- Causing death by careless driving whilst under the influence of drink or drugs
- Causing death by careless driving
- Causing death by driving for any other reason
- Or any similar offences (including aiding abetting, attempting or conspiring to commit) offences which replace the above.

16.2.3 Major traffic offences not involving the loss of life

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

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

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

16.2.4 Other serious traffic offences

Other serious traffic offences include:

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

[Theft](#) or unauthorised taking of a vehicle are dealt with under the 'dishonesty' subsection below.

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

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

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

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

At least 5 years should elapse, after the restoration of the EU (UK) full driving licence, before an applicant may be considered for a private hire or Hackney Carriage driver's licence.

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

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

16.2.6 Drunkenness without a motor vehicle

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

In addition, applicants will normally be required to show a period of at least 5 years has elapsed after completion of detoxification treatment if (s)he was alcohol dependant.

16.2.7 Illegal drugs without a motor vehicle

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

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

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

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

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

16.2.8 Sex and indecency offences

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

An application will normally be refused where the applicant has a conviction for an offence such as:

- Rape
- Assault by penetration
- Offences involving children or vulnerable adults
- Sexual assault
- Indecent assault
- Possession of indecent photographs, child pornography etc.
- Exploitation of prostitution
- Trafficking for sexual exploitation
- Indecent exposure
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit)
- Any sex or indecency offence that was committed in the course of employment as a taxi or PHV driver
- Soliciting (e.g. kerb crawling)
- Importuning
- Similar or replacement offences to those listed above (including attempted or conspiracy to commit).

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

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

16.2.9 Violence

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

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

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

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

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

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

16.2.10 Dishonesty

Taxi and PHV drivers are expected to be persons of trust. They deal with cash transactions and valuable property may be left in their vehicle in error. Drivers are required to deposit lost property with the police within 48 hours.

The widespread practice of delivering unaccompanied property is indicative of the trust that people place in drivers. Moreover, it is relatively easy for a dishonest driver to defraud the public by demanding more than their legal fare etc.

This for example would include misuse of MPV additional occupancy rates. Licence-holders also have access to the names and addresses of their customers and their daily movements. Overseas visitors may not be familiar with the currency or costs of journeys and may be vulnerable to an unscrupulous driver. Accordingly, a serious view should be taken of any conviction involving dishonesty.

Nationally it has been known for drivers to pass information about vulnerable persons to others for later abuse or to abuse vulnerable persons, including taking money from such persons.

Offences involving dishonesty for the purposes of this policy include:

- theft
- fraud
- benefit fraud
- handling or receiving stolen goods
- forgery
- conspiracy to defraud
- obtaining money or property by deception
- other deception
- taking a vehicle without consent
- driving whilst disqualified
- any similar offences (including attempted or conspiracy to commit).

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

16.2.11 Insurance offences

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

16.2.11 Licensing offences

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

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

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

Individuals previously licensed by the Council and revoked for offences connected to their licence will not normally be granted a further licence in the future. Cases such as this will be considered by the Lead Licensing Officer under their delegated authority.

16.2.12 Cautions

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

16.2.13 Non-conviction information

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

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

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

16.2.14 Suspension/refusal/revocation by another Council

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

The Council shall also have a right to make enquiries with other licensing and responsible authorities.

17. Policy on Convictions and Conduct for existing licensees

17.1 Time of action

Existing holders of driver's licences are required to notify the Council in writing within 72 hours 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 in writing or by email within 72 hours (3 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 considered as part of any subsequent renewal applications.

17.2 Policy details

Each case is to be taken on its own merit.

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

normally be revoked pending the outcome of an investigation or trial.

Although each case will be assessed on its own merits in line with this policy, licence-holders should expect the revocation of their licence for these types of offences to be immediate in nature. The initial consideration regarding revocation will be undertaken by officers. However, if a driver does not agree with the officer's decision to revoke his/her licence he/she may apply to the local Magistrates' Court to appeal this decision within 21 days of the revocation being received by the driver.

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

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

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

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

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

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

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

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

18.1 General

The High court ruling of **R (application of Singh) v Cardiff City Council [2012] EWCH 1852 (Admin)** has established that it is unlawful to suspend and then revoke a driver for a single offence. Therefore, it is necessary to revoke a driver immediately if the Council becomes aware of information which gives serious concerns about a driver.

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

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

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

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

18.2 Process

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

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

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

18.3 Fees

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

19 **TABLE OF OFFENCES SUMMARY (PLEASE READ SPECIFIC PARAGRAPH FOR MORE INFORMATION.**

Offence category	Offences	Additional period if relevant	Comment
Serious violence	Aggravated burglary		Applications will not be granted for convictions in these categories
	Any homicide offence		
	Grievous bodily harm		
	Malicious wounding		
	Rape		
	Riot		
	Sexual assault		
	Terrorism		
	Violent disorder		
	Abduction		
Violence	Actual bodily harm	10 years	Applications will not be granted if an applicant has two or more convictions involving violence or serious violence
	Affray		
	Arson		
	Assault on a police officer or other public servant		
	Possession of a firearm		
	Resisting arrest		
	Robbery		
	Slavery, abduction, false imprisonment etc		
	Threats to kill		
	Any offence that can be categorised as domestic violence	7 years	Applicants will be assessed according to the actual offence
	Public Order Act offences (e.g. causing harassment, alarm or distress)	5 years	Unless classed as a 'hate crime' in which case a licence is likely to be refused
Serious criminal offences	Common assault	5 years	Applications will not be granted if an applicant has two or more convictions involving violence or serious violence
	Criminal damage		
	Obstruction of police or other statutory officers		
	Theft by an employee		
	Possession of a weapon		Applications will not be granted for convictions in this category

Sexual offences	Assault by penetration		Applications will not be granted for convictions in this category
	Indecent assault		
	Child Sexual Exploitation		
	Indecent assault		
	Trafficking including preparatory offences as defined within the Sexual Offences Act 2003		
	Making or distributing obscene material		
	Possession of indecent photographs	5 years	Applications will not be granted for anyone on the Sexual Offenders Register or where the offence involved Children, Young Adults or Vulnerable Adults
Dishonesty	Theft	5 Years	Applications will not be granted if an applicant has two or more convictions involving dishonesty
	Burglary		
	Fraud (including benefit fraud)		
	Handling or receiving stolen goods		
	Forgery		
	Obtaining money etc by deception		
	Taking a vehicle without consent		
	Evasion of taxes or duties		
	Deception		
	Attempting to pervert the course of justice or perjury		
Substance abuse offences	Possession of drugs with intent to supply		Applications will not be granted for convictions in this category
	Driving under the influence of drink or drugs (including prescription drugs)	5 years	Applications will not be granted if an applicant has two or more convictions involving driving under the influence
	Possession of drugs	8 years	

Serious driving offences	Causing death by dangerous driving		Applications will not be granted for convictions in these categories
	Causing death by dangerous driving whilst under the influence of alcohol or drugs		
	Causing death by careless driving		
	Dangerous driving	10 years	Applications will not be granted if an applicant has two or more convictions in this category
	Driving without due care and attention	5 years	
	Inconsiderate driving		
	Driving when disqualified		
	Failing to identify driver of vehicle when required		
	Using a mobile phone while driving a motor vehicle	4 years	
Other driving offences	Construction and use regulation offences		Will not normally merit a refusal except for: <ul style="list-style-type: none">existing applicants with 9 or more points endorsed on their DVLA licencenew applicants with 6 or more points endorsed on their DVLA licence
	Traffic directions and signs		
	Pedestrian crossing offences		
	Speed limits		
	Motorway offences		
	Insurance offences	5 years	Applications will not be granted if more than one conviction
	Driving or having control of a vehicle without a valid MOT certificate		
	Driving or being in control of a vehicle without adequate insurance		
	Vehicle being used in anti-social manner	1 year	
	Vehicle being used in connection with commission of any criminal offence		
	Driving otherwise than in accordance with a licence	5 years	
	Failing to stop after or to report an accident		

Licensing offences	Conviction under byelaws for Hackney Carriages	5 years	
	Plying for hire		
	Failing to carry an assistance dog	1 year	
	Charging more than the metered fare		
	Refusing to convey a passenger within a controlled district		
	Offences under any other licensing regime		
	Failing to notify licensing authority of change of vehicle address etc		
	Waiting on a Hackney Carriage rank as a private hire vehicle		
	Unlawfully prolonging journey		
	Obstruction of authorised officers or constables		
	Failing to wear identification badge	3 months	May be up to 12 months for persistent failures to comply
	Failing to display vehicle licence plate on vehicle		
	Failing to comply with vehicle licence conditions		
	Deliberately or recklessly providing false information		

20 Licensing enforcement

20.1 General

The Council issues Hackney Carriage and private hire driver and vehicle licences to ensure passenger safety.

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

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

20.2 Enforcement options

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

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

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

The authority will have regard to the [Police and Criminal Evidence Act Codes of Practice](#).

20.2.1 Verbal advice

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

20.2.2 Inspection

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

20.2.3 Penalty points scheme

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

Contraventions	Points	X	Contraventions	Points	X
1) No first aid kit	3		13) No smoke free signage	2	
2) No emergency bulb kit (where applicable)	3		14) Vehicle cleanliness	2	
3) Failure to display badge	3		15) Private hire parked on taxi rank	4	
4) Failure to display plate/internal plate/door stickers and/or use of magnets	3		16) Unattended vehicle on taxi rank	4	
5) Failure to notify change of details/convictions/FPN/fines and fine alternatives such as driving courses undertaken as a licence requirement – vehicle/driver/operator	3		17) Obstructing a licensing officer / enforcement officer.	6	
6) Failure to report an accident to the licensing team	3		18) Failure to produce documents on demand to the licensing officer / enforcement officer	3	
7) Failure to report a complaint - driver/operator	3		19) Carrying too many passengers	12	
8) Horn misuse	2		20) Refusal to carry guide dogs, hearing dogs, or service dogs (unless exempt)	12	
9) Private hire plying for hire	6		21) Smoking/vaping in vehicle	12	
10) Defective tyres, including part worn and 10yrs+	4 (per tyre)		22) Overcharging	12	
11) Using unapproved advertising on/in vehicle	2		23) Breach of Public Spaces Protection Order	4	
12) Failure to dress appropriately as defined in TRDC policy	2		24) Other licence requirements/breaches of legislation:-	Dependant on case	

Driver's name: Driver's badge No:.....

Plate No: Vehicle registration:

*You have committed / your vehicle has been found with the contravention(s) above. This mean(s) that points have been issued against your licence(s).

In respect of 1,2,4,10,11,13,14 the vehicle must not be used until the contravention(s) above have been rectified and the vehicle is presented to the Council Offices by/...../..... *

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

Date: **Signed:**

*Delete where appropriate

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

This is a points-based monitoring system whereby licensees receive a certain number of points against their Hackney Carriage or private hire licence for specific offences, similar to the way in which points are issued against a DVLA licence for motoring offences. If a driver reaches 12 points within a 12-month period, the licence will be referred to the Lead Licensing Officer [or the Regulatory Services Sub-Committee if considered relevant] for consideration. If the Lead Licensing Officer considers that a decision should be made by the Committee, the decision maker will receive a report from officers and invite verbal representations from the licence-holder. This system allows the Licensing department to become aware of patterns or problems. The penalty points scheme enables the licensing team leader or Members to give weight to patterns or problems when issues come before them.

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

If the licence-holder believes that points have been issued in error, or that there are mitigating circumstances not taken into account by the officer, there is a right of appeal to the Head of Regulatory Services, Three Rivers District Council, Three Rivers House, Northway, Rickmansworth, Hertfordshire, WD3 1RL within 14 days of receiving the notice containing the points. The licence-holder will receive notification of the decision of the appeal within 30 days of receipt of the notice of appeal.

The issue of points does not prevent the Licensing section from taking any other or additional action, including prosecution where this is felt to be appropriate. For the avoidance of doubt, any breach of legislation, conditions, or offences not contained within the table will be dealt with in line with the Hackney Carriage and Private Hire Policy.

20.2.3.2 Allocation of penalty points

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

20.2.3.3 Points for unattended vehicles (Hackney Carriage only)

A vehicle is deemed to be unattended if it is considered that the driver would not be available to be hired when a customer approaches. Therefore, points would not be issued simply because the driver was standing outside of the vehicle but would be likely to be issued if the driver is not close enough to the vehicle to acknowledge the customer when they approach. Taxi ranks are provided for drivers to show that they are available for hire and are not a parking provision for licensed vehicles.

20.2.3.4 Contraventions that will be dealt with outside of the penalty point(s) scheme

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

- Unlicensed vehicle driven by a licensed driver
- Unlicensed driver driving a licensed vehicle
- Failure to display Hackney Carriage or private hire plate on licensed vehicle
- Driving with no valid insurance
- Driving with no valid compliance/MOT
- Contravention of suspension notice.

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

20.2.4 Suspension of licences

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

Whilst each case will be taken on its own merit, generally a suspension notice will normally be served in the following cases:

- If there is a history of non-compliance with the licence conditions or legislation and/or where 12 points have been issued as detailed above in a twelve-month period.
- If there is a significant contravention in terms of risk to members of the public due to non-compliance.
- If the person is not otherwise currently considered to be a fit and proper person to be a licensed driver.
- Any other serious matter.

The policy on criminal records and behaviour will be used to assess whether a suspension should be given and if so whether it should be with immediate effect.

Also, the Crown Prosecution Service or Police may be asked to apply for bail conditions, which require any/all licences affected by this policy to be revoked by the Court.

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

20.2.5 Revocation of licences

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

The decision to revoke a licence will not be taken lightly. The lead licensing officer has delegated authority to revoke licences if appropriate or can refer the licence to a Regulatory Services/Licensing Sub-Committee if deemed appropriate.

20.2.6 Formal caution

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

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

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

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

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

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

20.2.7 Prosecution

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

The following will be taken into account;

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

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

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

20.2.8 Voluntary Surrender

Voluntary offers to surrender a licence will be accepted if made in writing and the licence plate/disc/badge returned. No refund of licence fee will be paid on the surrender of a licence.

20.2.9 Notification of decisions

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

20.2.10 Appeal against refusal, suspension or revocation of a licence

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

Three Rivers District Council Driver Licence Requirements and Procedure

These requirements apply to Hackney Carriage and private hire driver licence applicants and licence holders.

1. Fit and proper person

A fit and proper person must:

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

2. Validation of application

Applications will only be accepted by the Licensing department if they are made on the form produced and provided by the Council.

An application for a **new** driver licence will only be considered valid once the Council is in receipt of; the relevant fee (paid on submission of the application)

- a recent passport-style photograph
- a copy of applicant's full DVLA (UK) driving licence including photocard and valid DVLA code
- a current medical certificate (not older than 3 months)
- proof of identity (passport/birth certificate)
- a relevant knowledge test pass certificate
- an enhanced Disclosure and Barring Service certificate (not older than 3 months)
- a specialist driving standards test certificate,
-
- evidence of right to work in the UK
- a certificate of Good Conduct from the relevant embassy for all applicants will also be required from those applicants who have lived in the UK for less than 5 years (new applicants only) or who have been absent for a period of 9 months or more within the last three years for current licensees. If the Certificate is not issued in English, the applicant will be required to pay for the relevant translation.

The applicant will also be required to provide the following:

- Specialist driving test certificate
- Safeguarding training course pass certificate

An application for the **renewal** of a current licence will only be considered valid once the Council is in receipt of;

- the relevant fee (paid on submission of the application)
- a recent passport-style photograph
- a copy of applicant's full DVLA (UK) driving licence including photo card and valid DVLA Code
- evidence of right to work in the UK

Any additional documents that are due to expire within the renewal period must also be presented at renewal. In addition, the expired driver's badge must be returned to the Council to collect the new badge.

Only full applications will be accepted, and any missing documents or elements will mean your application will not be processed.

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

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

3. Fees

The appropriate fee as prescribed from time to time by the Council must be paid at the time of submission of an application.

4. Medical certificate and fitness

The standard of medical examination as required by the Council is that normally associated with a Group 2 driver's licence. All drivers are required to provide a certificate on the Council's prescribed form signed by a Medical Practitioner who will need to be a qualified GP (or similar) to the effect that they are physically fit to be the driver of a taxi or private hire vehicle.

A medical certificate is required at first application, then every 3 years up to 65 years of age, and annually thereafter.

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

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

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

Drivers who, for medical reasons, are unable to transport assistance dogs are able to apply to the Council for an exemption certificate. Such a certificate is only issued on production of appropriate medical evidence. Holders of an exemption certificate must display the certificate in a prominent position inside the vehicle.

5. Driving experience and test

A valid full DVLA (UK) driver's licence (Groups A and B) must have been held for a period of three years prior to application.

Whilst each case will be taken on its merit, as a general principle a licence will not be granted where an applicant has been convicted of a serious driving offence in the past three years or has more than six active points on their licence.

New applicants will be required to undertake and pay for driver standards test and provide a copy of the pass certificate to the Council as part of their application for a licence.

Should a driver be reported to the Council for a poor standard of driving then they may be required to undertake a further driver standard test at a cost to themselves.

6. Disclosure and Barring Service criminal record check

All new applicants are required to submit an enhanced Disclosure and Barring Service certificate dated less than 3 months old as part of an application.

Once licensed, drivers will undergo an annual enhanced DBS check. All new applicants as well as existing drivers are therefore required to sign up to the [DBS Update Service](#), and provide written consent to the Council authorising officers to check the status of their certificate online.

Random Update Service checks may be carried out by an authorised officer throughout the effective period of the licence

Failure to register a DBS certificate on the Update Service may result in contravention points being issued. A suspension of the licence may also be issued if a DBS has expired where it has not been registered on the Update Service. The suspension will remain in place until a new DBS certificate is issued and the original certificate submitted to the licensing authority for scrutinising.

7. Disclosure of convictions, offences and/or involvement with police

Convictions will be dealt with in accordance with the policy on criminal convictions and behaviour in section 17 of this Policy.

To ensure protection of the public a licence holder must ensure immediate disclosure (within 72 hours) to the licensing officer in writing if they are charged, arrested, cautioned, or convicted of any offence during the period of their licence. This includes driving offences. Should knowledge of any offences be withheld, this will reflect on a person fitness to be a licensed driver and may lead to a licence being suspended.

8. Other offences

The licence holder shall be deemed guilty of an offence if he or she:

- Wilfully obstructs an authorised officer acting in pursuance of Part II of the 1976 or the Town Police Clauses Act 1847

- Fails to comply with any requirements made to him or her by the authorised officer
- Without reasonable cause fails to give the authorised officer any other assistance or information which he may require for the performance of his or her functions.

9. Duration of driver's licence

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

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

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

10. Driver's licence and identity badge

Upon successful completion of the application procedure, applicants will be issued with a licence certificate and a driver's badge which shall remain the property of the Council.

The badge shall be worn around the neck in such a position and manner as to always be plainly and distinctly visible whilst working as a licensed driver. Hanging the badge from the interior mirror of the vehicle is not acceptable.

The driver must report the loss of their driver's badge and/or licence to the Council as soon as such loss becomes known. The driver must make an application and pay for a replacement badge and will not be permitted to work until a replacement badge has been issued.

Upon the expiry, revocation or suspension of the licence, the driver must return the badge to the Council within 7 days (5 working days).

11. Compliance with legislation and conditions

Licensed drivers are expected to comply with (where applicable) the provisions of the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976, the byelaws made in respect of hackney carriages and conditions relating to the private hire driver's licence. They are also expected to comply with Section 37 of the Disability Discrimination Act 1995 and Equality Act (2010) in respect of assistance dogs, Road Safety Act 2006 (Sections 52-53), Immigration Act 2018, Deregulation Act 2015 and Health Act.

In addition to legislation, all private hire licensed drivers are required to adhere to the conditions attached to the licence. A copy of these conditions are found in Appendix 2.

It is not possible to apply conditions to Hackney Carriage driver licences. Local Hackney Carriage driver standards are instead regulated by local byelaws, a copy of which can be found in Appendix 3.

12. Suspension, revocation, and refusal to renew licence

Without prejudice to these conditions, the Council may suspend, revoke or refuse to renew the licence when considered necessary to do so. The Council will have regard to this policy when making a decision to suspend, revoke or refuse to renew a licence.

13. Appeals procedure

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

15. Variation of requirements

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

Standard conditions relating to Private Hire Drivers

In these conditions:

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

‘Authorised officer’ shall mean a licensing officer of the Council’s Regulatory Services Department or any other officer authorised by the Regulatory Services.

‘The Council’ shall mean Three Rivers District Council

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

‘the licensee’ shall mean the person(s) named in the licence

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

“the vehicle” shall mean any private hire vehicle licensed by the Council

1. The licensee shall ensure that he or she complies in all respects with the requirements of any Act and regulations affecting the operation of private hire vehicles and motor vehicles, these conditions and any code of practice implemented by the Council.
2. The licensee shall:
 - Ensure that the vehicle to be driven by him or her is in a roadworthy condition, thoroughly cleansed inside and out; all equipment fittings and fixtures are present and serviceable and comply with the conditions attached to the licence relating to the vehicle before commencement of any journey.
 - Record details of checks and inspections in the record book provided by the proprietor of the vehicle.
 - Report any defect discovered by the licensee to the proprietor of the vehicle.
3. The licensee shall at all times be clean and respectable in his or her dress, behave in a civil and orderly manner, and not use foul and abusive language.
4. The licensee shall at all times confirm the name, destination, and method of payment with every passenger prior to commencing any journey
5. The licensee shall at all times take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle and shall at all times assist any passenger in gaining access to or from the vehicle
6. The licensee shall at all times assist any passenger with the loading and unloading of luggage into and out of the vehicle, and licensee shall at all times take all reasonable steps to ensure the safety of luggage conveyed in, being loaded in or removed from the vehicle
7. The licensee shall at all times afford reasonable assistance in removing a passenger’s luggage to or from the entrance of any house, station or place at which he or she may collect or set down a person unless otherwise directed by the hirer
8. The licensee shall at all times proceed to the destination requested by the hirer by the shortest possible route
9. The licensee will not drive the vehicle without the written consent of the proprietor of the vehicle
10. The licensee will not drink, eat, or play audio equipment whilst conveying a passenger in the vehicle without the express permission of the hirer
11. The licensee shall ensure that no annoyance or disturbance is caused to residents or other road user whilst driving the vehicle. The use of the horn or lights of the vehicle or shouting in order to attract the attention of the hirer or passengers is not permitted
12. The licensee shall at all times not drive a licensed vehicle in a manner that may intimidate or have the potential to intimidate another road user

13. The licensee shall comply with all road traffic law
14. The licensee shall not use any hand-held communications or navigation devices or similar (such as mobile telephone, two-way radio, satellite navigation device or personal digital assistant) whilst driving
15. The licensee shall at all times immediately notify the Council's licensing officer if he or she has knowingly conveyed a dead body in the vehicle, and not drive the vehicle again until he or she has obtained written permission for the continued use of the vehicle
16. The licensee shall at all times not cause or permit the vehicle to stand in such a manner as to suggest that it is standing or otherwise plying for hire or that it is a Hackney Carriage
17. The licensee shall at all times not tout or solicit any person to hire or be carried in any private hire vehicle
18. The licensee shall at all times not cause or procure any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle
19. The licensee shall not carry more passengers in the licensed vehicle than the vehicle licence authorises.
20. A licensed driver shall not smoke in their vehicle or permit any other person to smoke in their vehicle whether they are working or not. The use of electronic / vapour cigarettes are also not permitted to be used in a licensed vehicle. The lack of knowledge and research into the long-term effects of the exposure to these devices is unknown.
21. The licensee shall ensure that 'No Smoking' signage is displayed in the vehicle in accordance with the legislation.
22. A licensed driver shall not initiate any dialogue of a "sexual" nature with a passenger including by telephone contact, social media, email or any other form of communication. Licensed drivers are not permitted to become involved "sexually", or have sexual contact with a passenger, with or without consent. Conversations that are likely to offend or upset passengers should also be avoided, examples would be conversations of a personal nature, but whether a conversation would be considered 'likely' to offend or upset a passenger would be considered by the Council on an individual basis if a complaint is received.
23. The licensee shall, if requested by the hirer, provide a written receipt for the fare paid.
24. The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle and/or any damage materially affecting the safety, performance or appearance of the vehicle within 72 hours (3 working days) of the accident using the form issued by the Council. The report must be submitted via the online portal which can be found on the Council's website.
25. The licensee, when it is agreed that the vehicle has been hired, shall at the appointed time and place, unless delayed or prevented by some sufficient cause, punctually attend with the vehicle. Prior to collecting the hirer the licensee shall ensure that he or she is aware of the destination and how to reach the destination.
26. The licensee shall always, when acting in accordance with this licence, wear the badge issued to him/her by the Council around his/her neck, in such a position as to be plainly and distinctly visible. Hanging the badge from the internal mirror is not acceptable.
27. The licensee shall not be permitted to wait or park on the public highway within 75 metres of an authorised Hackney Carriage rank.
28. The driver shall not demand from any hirer a fare more than any previously agreed price for that hiring between the hirer and the operator or, if the vehicle is fitted with a taximeter and there has been no previous agreement as to the fare, the fare shown on the face of the taximeter. The driver shall not demand any fare higher than that shown on the face of the taximeter.
29. The licensee shall not:-
 - a) Convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the licence for the vehicle

- b) Without the consent of the Hirer convey or permit to be conveyed any other person in the vehicle.
 - c) Allow to be conveyed in the front of the vehicle:
 - i. Any child below the age of three years
 - ii. More than one person above the age of three years
 - iii. An infant in arms.
- 30.** The licensee shall ensure that all passengers between three and twelve years of age or 135cm in height wear an appropriate child restraint to travel in the front of a vehicle. If not available, these passengers must use an adult seat belt in the rear of the vehicle. It is the responsibility of the adult having a child in their care to provide a suitable car/booster seat for their journey.
- 31.** The licensee shall not permit any animal belonging to or under the care of the licensee or the driver to ride in the vehicle when using the vehicle for private hire.
- 32.** The licensee or driver shall not refuse any request to carry an assistance/guide dog, accompanying a person with a disability unless the licensee and/or driver has been exempted from this requirement by the Council. It is an offence to refuse to carry a guide or assistance dog (unless a medical exemption certificate is held).
- 33.** The licensee shall not refuse any reasonable request to carry an animal belonging to the hirer in the rear of the vehicle.
- 34.** The licensee shall not use the vehicle for private hire unless the bookings are invited and accepted by a private hire operator licensed within the district. The licensee shall ensure the operator has a current private hire operator's licence issued by the Council.
- 35.** The licensee shall notify the licensing department in writing of the name and address of the operator for whom they are permitted or employed to drive for within 7 days (5 working days) from the date they commenced driving for that operator. If the licensee ceases driving for the operator, they shall notify the licensing department in writing that they have ceased driving for the operator within 7 days (5 working days).
- 36.** The driver shall deposit a copy of their licence certificate with the vehicle licensee/proprietor as well as the operator before commencing to drive the vehicle. The licence shall be retained by the vehicle licensee/proprietor and operator until such time as the driver ceases to drive that vehicle or ceases to be registered / employed by the operator.
- 37.** The driver of a licensed vehicle shall ensure that they are covered by a valid, fully comprehensive insurance policy for private hire purposes which includes legal liability for passengers before commencing to drive the vehicle and shall ensure that they do not act in any way which might invalidate the insurance. The licensee shall produce the insurance certificate on being requested to do so to a police officer or the authorised officer.
- 38.** The licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein. The licensee shall take any property accidentally left in the vehicle or handed to him or her to a Police Station within the Three Rivers District boundary (see main policy) and leave it in the custody of the officer in charge and obtain a receipt. Such property if not sooner claimed by the owner must be taken to a Police station within 48 hours of the property being found.
- 39.** The licensee shall not obstruct the authorised officer or any Police officer from carrying out any inspection or test of the vehicle.
- 40.** The licensee shall, within 72 hours (3 working days), disclose to the licensing officer in writing if they are arrested, cautioned, or convicted of any offence (including motoring offences). A representative of the licensee must fulfil this obligation if the licensee is detained by the Police. Driving offences must be declared when the Notice of Intended Prosecution is received, not when the DVLA driving licence is updated.
- 41.** The licensee shall notify the authorised officer within 7 days (5 working days) in writing of any change in his or her personal details. Changes shall include; change of operator, changes of address, name status, phone number, mobile number, and email address. Any change of the licence holders name/address details must be reported via the online portal with the required application, fee(s) and supporting documentation evidencing the change of detail where necessary being submitted

- 42.** Licensees shall at all times when driving the vehicle carry with them a copy of their licence, and shall make it available for inspection upon request by the hirer, any other passenger, any authorised officer or a Police officer
- 43.** Upon the expiry, revocation or suspension of his/her licence, the licence holder shall return the licence and associated driver's badge issued to the Council .
- 44.** The licensee shall be guilty of an offence if he or she:
 - Wilfully obstructs an authorised officer acting in pursuance of Part II of the 1976 or the Town Police Clauses Act 1847;
 - Fails to comply with any requirements made to him or her by the authorised officer;
 - Without reasonable cause fails to give the authorised officer any other assistance or information which he may require for the performance of his or her functions.

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

Standard conditions and Byelaws relating to Hackney Carriage Driver Licences

Throughout these byelaws “the Council” means Three Rivers District Council and “the district” means Three Rivers District

These conditions and byelaws are made under section 68 of the Town and Police Clauses Act 1847, and section 171 of the Public Health Act 1875, by the Council of Three Rivers District, with respect to Hackney Carriages in Three Rivers District.

THE COMMON SEAL of THREE RIVERS

DISTRICT COUNCIL was hereunto

affixed this 23rd day of December

2004 in the presence of:-

Steven Halls

Chief Executive

Standard Conditions to the Hackney Carriage Driver's Licence

- (1) The Licensee must comply with the Standard Conditions and the Bye Laws to the Hackney Carriage Driver's Licence.
- (2) Hackney Carriage vehicles must carry a guide dog or assistance dog belonging to a passenger, free of charge, unless the Licensee has a proven medical condition that would preclude such action. Licensees have a responsibility to ensure that their company is aware of such a condition when they are first employed. Exemption to this condition will only be given on production of a medical certificate.
- (3) The Licensee must inform the Licensing Officer of Three Rivers District Council, in writing, of any change of his/her address and/or operator, within 7 days.
- (4) The holder of a hackney carriage driver's licence must inform the Council, as soon as possible of any change in his/her medical circumstances. The Council reserves the right to require a medical from the licensee/applicant at any time on notification or suspicion of any changes in mental or physical health.
- (5) The driver of a Hackney Carriage, licensed by Three Rivers District Council, must not in any circumstances use the horn of the vehicle to attract a customer or to let a customer know that they have arrived at a pre-arranged meeting place.

1. Provisions regulating the manner in which the number of each Hackney Carriage corresponding with the number of its licence, shall be displayed

1.1 The proprietor of a Hackney Carriage shall cause the number of the licence granted to him the respect of the carriage to be legibly painted or marked on the outside and inside of the carriage or on plates affixed thereto.

1.2 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; and
- b) not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

2. Provisions regulating how Hackney Carriages are to be furnished or provided

The proprietor of a Hackney Carriage shall:-

- a) Provide sufficient means by which any person in the carriage may communicate with the driver;
- b) Cause the roof or covering to be kept water-tight;
- c) Provide any necessary windows and a means of opening and closing not less than one window on each side
- d) Cause the seats to be properly cushioned or covered
- e) Cause the floor to be provided with a proper carpet, mat or other suitable covering;
- f) Cause the fitting and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
- g) Provide means for securing luggage if the carriage is so constructed as to carry luggage;
- h) Provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

3. The proprietor of a Hackney Carriage shall cause any taximeter with which the carriage is provided to be so constructed, attached and maintained as to comply with the following requirements, that is to say:

- a) The taximeter shall be fitted with a key, flag or other device the turning of which will bring the machinery of the taximeter into action and cause the word "HIRED" to appear on the face of the taximeter
- b) Such key, flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
- c) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures, a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council;
- d) The word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
- e) The taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring; and
- f) The taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

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

The driver of a Hackney Carriage provided with a taximeter shall:

- a) When standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw, in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
- b) Before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said key, flag or other device so that the word "HIRED" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring; and

- c) Cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is between half-an-hour after sunset and half-an-hour before sunrise, and also at any other time at request of the hirer.

5. A proprietor or driver of a Hackney Carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.

The driver of a Hackney Carriage shall, when plying for hire in any street and not actually hired:-

- a) Proceed with reasonable speed to one of the stands appointed by the Council;
 - b) If a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - c) On arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction; and
 - d) From time to time, when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.
6. A proprietor or driver of a Hackney Carriage, when standing or plying for hire, shall not make use of the services of any other person for the purpose of importuning any person to hire such carriage.
7. 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.
8. 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.
9. A proprietor or driver of a Hackney Carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.
10. If a badge has been provided by the Council and delivered to the driver of a Hackney Carriage he or she shall, when standing or plying for hire, and when hired, wear that badge in such a position and manner as to be plainly visible.
11. The driver of a Hackney Carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:
- a) Convey a reasonable quantity of luggage;
 - b) Afford reasonable assistance in loading and unloading; and
 - c) Afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.

12. Provisions fixing the rates or fares to be paid for Hackney Carriages within the district and securing the due publication of such fares

The proprietor or driver of a Hackney Carriage shall be entitled to demand and take for the hire of the carriage the rate or fare prescribed by the Council, the rate or fare being calculated by the combination of distance and time unless the hired express at the commencement of the hiring his desire to engage by time.

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

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

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

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

The proprietor or driver of a Hackney Carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found or handed in to him/her, carry it as soon as possible, and in any event within 24 hours, if not sooner claimed by or on behalf of its owner, to Watford Police Station, Shady Lane, Watford Herts WD17 1DD and leave it in the custody of the officer in charge of the office, on his/her giving a receipt for it.

14. Penalties

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

15. Repeal of Byelaws

The byelaws relating to Hackney Carriages which were made by Three Rivers District Council on the 7th December 1976 and which were confirmed by the Secretary of State at the Home Office and came into force on the 12th day of November 1976, are hereby repealed.

The byelaws relating to Hackney Carriages which were made by Three Rivers District Council on the 16th day of December 1977 substituting byelaw 16, and which were confirmed by the Secretary of State at the Home Office and came into force on the 10th day of February 1978, are hereby repealed.

Requirements relating to Hackney Carriage and Private Hire Vehicles

1. Type of vehicle

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

- The vehicle must not be left hand drive
- All newly licensed Hackney Carriage and private hire vehicles must, as a minimum, be categorised as M1 and meet Euro 6 standards from **1 September 2026** for emissions and have a mileage less than 150,000 as stated on their mileometer.
- Any converted vehicles will be required to hold the appropriate low volume type approval certificate in the M1 classification or the enhanced single vehicle certificate together with the original M type approval.
- All vehicles will be required to meet Euro 6 standards by **April 2028**.

Where vehicles do not meet the relevant emissions criteria, the proprietor may:

- have the vehicle adapted / modified to meet the standard and provide evidence of this;
- change the fuel that is used to a cleaner alternative, such as bio diesel; or
- replace the vehicle with one that meets the emission standard.

Notwithstanding that each application will be considered on its own merits.

2. Vehicle standards

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

A vehicle will be in 'exceptional condition' if **ALL** of the following apply:

1. The vehicle must not have failed the council's vehicle inspection (where applicable) or standard MOT on any significant item within the previous five years.
2. In the previous 5 years any MOT advisory in relation to tyres or brakes has been rectified before the vehicle was retested.
3. The vehicle meets or exceeds the vehicle standards contained within the local authority's policy in relation to vehicle condition.
4. The interior trim, panels, seating and carpets and upholstery are in excellent condition, clean and free from damage and discolouration.
5. The boot or luggage compartment is in good condition, clean and undamaged.
6. Passenger areas are free from damp and any unpleasant odours.

Items 1 & 2 will only apply for the period the vehicle has been owned by the applicant. Vehicle proprietors should have regard to the MOT history of a vehicle they wish to purchase as it is an indication of how well a vehicle has been maintained by the previous owner and whether there is likely to be significant issues going forward.

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

The criteria will be checked by an officer of the council and the proprietor of the vehicle must provide all the necessary documentation to support their request for a vehicle licence to be granted outside of this policy. An appointment will need to be made for this and a fee will be charged. If the above criteria are satisfied, then the proprietor of the vehicle must book and pay for the council's approved vehicle

inspection from a nominated garage and produce the pass certificate to the council. This test CANNOT be carried out before the vehicle is inspected by a council officer.

3. Vehicle age policy

3.1 At first application (from 1 September 2026) - Vehicle licenses will not be granted in respect of vehicles that were first registered (or, in the case of imported vehicles, manufactured) more than 5 years prior to the date that the application is made.

3.2 At renewal (from 1 April 2028) - Vehicle licenses will not be renewed in respect of any licensed vehicle that was first registered (or, in the case of imported vehicles, manufactured) more than 10 years prior to the date of renewal (or 15 years in the case of purpose-built or fully wheelchair accessible vehicles).

3.3 A vehicle will be considered for licensing beyond these upper age limits if it is in 'exceptional condition'. The criteria for meeting this standard is listed above in paragraph 2.1.

4. Reducing air pollution

4.1 The purpose of this policy is to ensure taxis are as safe, reliable and comfortable as possible while at the same time minimising emissions. The policy aims to have a positive impact on emissions as it is recognised that the age of vehicles and the exhaust emission specification are critical to the level of pollutants emitted. Consequently, this Council is working to improve air quality and reduce emissions from the taxi fleet, by cross-county alignment of standards relating to the exhaust emissions in addition to the requirements regarding the age of vehicles.

Hertfordshire Climate Change and Sustainability Partnership recognises that there is a current and future climate change emergency that requires urgent planning and action. One of the agreed plans of the Partnership is to support businesses to make the maximum possible impact in challenging the extent and causes of climate change.

4.2 In order to be licensed, a vehicle must meet both the age and emissions criteria of the Local Authority in which it is licensed. Applications to licence vehicles which fall outside of the policy will be considered on their own merits, to avoid as this causes unnecessary pollution and increases their fuel costs.

4.3 From 1 May 2019 The Air Quality (Taxis and Private Hire Vehicles Database) (England and Wales) Regulations 2019 will require the Council to provide details to the secretary of state of all Hackney Carriage and private hire vehicles. Therefore, the following details will be provided as requested;

- a) the date from which the licence has effect;
- b) the date on which the licence is due to expire;
- c) a statement as to whether the vehicle is a taxi or a private hire vehicle
- d) such other information the licensing authority holds in relation to the vehicle that may be relevant for the purposes of ensuring the accurate identification of vehicles, having had regard to any guidance issued by the Secretary of State.³

5. Accessibility

Council recognises the need to promote the use of wheelchair accessible vehicles to ensure that all members of the community can benefit from the service that they provide.

Requirements relating only to Hackney Carriage vehicles. Whilst all newly licenced Hackney Carriage vehicles must be wheelchair-accessible, private hire vehicle applications for these types of vehicles are also welcomed by the Council.

Where a vehicle is wheelchair-accessible:

- a) All lifts / ramps must be maintained and in fully working order to comply with the Lifting Operations and Lifting Equipment Regulations 1998

³ <http://www.legislation.gov.uk/ukdsi/2019/9780111177969>

- b) All equipment used to strap /or tie a wheelchair in place should be fully maintained and in full working order
- c) All tie / strap locations shall be kept clear of any obstruction.

6. Seating capacity

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

7. Testing of vehicles

A licence shall not be granted in respect of any vehicle unless such vehicle has a current certificate of compliance as detailed below, and a valid MOT certificate (where required, [vehicles over 3 years old](#)).

8. Insurance

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

9. Certificate of compliance

- A certificate of compliance will only be granted where a vehicle complies in all respects with the detailed standard set out in the main policy document.
- A certificate of compliance shall be valid for one year only from the date of issue, unless the vehicle is over 10 years old at which point it is only valid for 4 months from the date of issue and therefore a new compliance is required every 4 months.
- A certificate of compliance may only be issued by a vehicle testing station authorised and designated by the Council.
- A current list of designated vehicle testing stations is available from on the Council website.

10. Examination of vehicles

The licensing officer may request that the vehicle is presented at the Council's offices at Three Rivers House Northway Rickmansworth Hertfordshire WD3 1RL at a time and date agreed for the purpose of establishing that the vehicle complies with the Council's requirements.

11. Smoking

It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate no smoking signage must be displayed inside the vehicle in accordance with the Health Act 2006.

Electronic / vapour cigarettes are not permitted to be used in a licensed vehicle at any time. The lack of knowledge and research into the long-term effects of the exposure to these devices is unknown.

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

12. CCTV in vehicles

The licensee shall ensure that their licensed vehicle does not contain any facilities to record visual or audio sources without first obtaining authorisation from the Council. Please see Appendix 10.

13. Applications

Applications will only be accepted by the Licensing department if they are made on the form produced and provided by the Council.

An application will only be considered after submission of the application form, vehicle registration document, MOT certificate (when required by law), certificate of compliance, insurance certificate, calibration certificate (for taxi meter) and fee.

Only full applications will be accepted, any missing documents or elements will mean your application will not be processed.

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

14.Renewal

Applications will only be accepted by the Licensing department if they are made on the form produced and provided by the Council.

An application for renewal will only be considered upon receipt of application form, the correct fee, the vehicle registration document, and any additional documents that are due to expire within the renewal period. This may include insurance certificate, MOT certificate, and compliance certificate. In addition, the expired vehicle plates must be returned to the Council to collect the new plates.

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

15.Fee

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

16.Duration of vehicle licence

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

17.Dual plating

Any vehicle that is licensed with another local authority as a Hackney Carriage or private hire vehicle cannot be licensed by the Council.

Vehicles found to be licensed with another local authority, whilst licensed with the Council will have the vehicle licence automatically revoked.

We believe that all licensed drivers should be allowed to maximise their potential income. However, it should be noted that a licensed driver can only drive a vehicle which is licensed by the same licensing authority that issued the driver licence. This means that if you hold a Three Rivers District Council driver's licence you can only drive a Three Rivers District Council licensed vehicle.

18.Change of vehicle or transfer of licence

An application by the licence-holder for a change of vehicle or an application to transfer the licence will only be considered after production of the vehicle registration document, MOT, certificate of compliance, insurance certificate, valid taximeter calibration certificate (if required) and the relevant fee.

In the case of an application to transfer the licence from one person to another, a dated letter stating that the vehicle and the plate are being transferred from the current holder to the new owner will be required. This letter must include addresses, plate number, vehicle type and registration.

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

19.Accidents and damage to licensed vehicle

Any accident (motoring or otherwise) involving the vehicle and/or any damage materially affecting the safety, performance or appearance of the vehicle must be reported to the licensing department within 72 hours (3 working days) of the incident, using the form issued by the Council. The report must be submitted via the online portal which can be found on the Council's website.

In the interests of public safety, the licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council to evidence that any repairs have been carried out to the Councils

standards. The licensee shall ensure that the vehicle is not used for hire until it has been inspected and approved, either by the authorised officer or a new compliance certificate has been obtained where appropriate as considered by the Council on receipt of the reported details of the incident.

20.Appeals procedure

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

Conditions and requirements relating only to Private Hire vehicles

1. General

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

2. Private hire occupancy plate

2.1 The external plate shall throughout the period of the licence always be securely fixed to the rear of the vehicle using a purposely made bracket. If this is not suitable or practicable, the plate shall be securely and permanently fixed to the rear of the vehicle, on or above the bumper, using screws or bolts.

The plate must be clearly visible and will display the following:

- the number of the licence granted in respect of the vehicle;
- the maximum number of passengers that the vehicle can carry;
- the expiry date of the licence granted in respect of the vehicle;
- the words "Three Rivers District Council Private Hire";
- the vehicle registration number of the Private Hire it is assigned to, and
- any other information that the Council considers necessary.

2.2 Licence plates are not permitted to be attached using temporary fixings such as magnets, double sided tape, cable ties or Velcro®.

2.3 The licensee shall ensure the plate is kept clean and is not wilfully or negligently concealed from public view whilst the vehicle is licensed.

2.4 In the event of revocation and on the service of a notice under section 58 of the 1976 Act or upon expiry of the licence, the licensee shall return the said plate to the council's licensing officer within 7 days (5 working days).

2.5 The plate can be removed by the licensing officer or Police officer for reasons of gathering evidence under the Police and Criminal Evidence Act 1984 and will be returned when a photocopy of the plate is made.

2.6 Any plate that is either lost or stolen must be reported to the Council immediately by email to the licensing team (licensing.team@threerivers.gov.uk). A replacement plate must be applied for via the self-service portal which can be found on the Council website.

2.7 The licence plates shall remain the property of the Council.

3. Private hire internal plate

3.1 When licensed, the vehicle shall be issued with an authorised internal licence plate. This is to be displayed in the front windscreen of the vehicle in such a way as to be clearly visible from the inside and the outside of the vehicle.

The plate will display the following

- the number of the licence granted in respect of the vehicle;
- the maximum number of passengers that the vehicle can carry;
- the expiry date of the licence granted in respect of the vehicle;
- the words "Three Rivers District Council Private Hire";
- the vehicle registration number of the Private Hire it is assigned to, and
- any other information that the Council considers necessary.

3.2 The licensee shall ensure that it is not wilfully or negligently concealed from public view.

3.3 The licensee shall ensure that no person uses or permits the use of the vehicle unless the Private Hire internal plate issued is exhibited in the manner described under these conditions.

3.4 In the event of revocation or suspension and on the service of a notice under sections 58, 60 or 68 of 'the 1976 Act' or upon expiry of the licence, the Licensee shall return the said disc to the Council's licensing officer within 7 days (5 working days).

4. Signs etc.

4.1

No signs, notices, advertisements, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle except as required by any statutory provision or in conformity with the following conditions and with written approval of Three Rivers District Council.

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

4.3 Roof signs of any description are strictly prohibited on Private Hire vehicles.

5. Private hire signs

As directed by the Council, the proprietor shall cause to be a fixed and maintained to the exterior of the vehicle a prescribed door sticker bearing the word "Private Hire – Advance Bookings Only" on the rear driver and passenger doors. The sign shall also include the vehicle plate number and the Three Rivers Logo on a green background.

6. Dispensation/exemption certificates from displaying vehicle licence plate

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

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

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

6.3 Should a dispensation be approved the external licence plate and door stickers will not be required to be fixed to the vehicle; however, the licence, dispensation certificate and plate must be carried at all times in the vehicle. The internal licence plate must be displayed in the front windscreen.

6.4 No advertising is permitted on or in any vehicle with dispensation.

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

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

7. Passengers

7.1 The licensee shall not:-

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

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

8. Alteration of vehicle

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

9. Transfer of ownership of vehicle

If the licensee wishes to transfer his/her interest in the vehicle to a person he or she shall within 14 days submit the relevant application to the licensing team, specifying the name and address of the person to whom the vehicle is being transferred.

The Council reserves the right to refuse to grant a licence to any person to whom a private hire vehicle is transferred.

10. Accidents and vehicle damage

10.1 The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle and/or any damage materially affecting the safety, performance or appearance of the vehicle within 72 hours of the accident using the form issued by the Council. The report must be submitted via the online portal which can be found on the Council's website.

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

10.3 Should a Section 60 or 68 notice be issued the licensee shall ensure that no further bookings are undertaken until the vehicle has passed a compliance test and the certificate issued has been provided to the Council.

11. Insurance

11.1 All private hire vehicles must be licensed and insured for private hire use. Such insurance must be comprehensive, continuous and include full legal liability for passengers and luggage.

11.2 Proof of insurance must be submitted with each application for a licence and, where it expires during the term of the licence, a new certificate or cover note must be supplied to the Licensing team.

11.3 If a vehicle is temporarily removed from use as a Private Hire vehicle, the licensee, on notification must return the internal and external plates to the licensing Officer. The vehicle can be temporarily removed from the public highway and its use as a private hire vehicle, thus removing the need to insure and document the vehicle for that period. The vehicle must not be used for private use during this time.

11.4 A certificate of insurance must be provided to the relevant officer within 7 working days of any such request.

12. Lost property

12.1 The licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein.

12.2 The licensee shall ensure that any property accidentally left or found or handed to him or her in the vehicle will be, taken to a police station within 48 hours of it being found.

13. Change of address and personal details

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

13.2 The owner of the private hire vehicle must also provide a new V5 registration document and insurance documents showing the new address details.

14. Proprietor to hold driver's licence

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

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

15. Copy of vehicle licence conditions

The licensee shall ensure that a copy of the vehicle licence conditions is kept in the vehicle and must make them available for inspection by any authorised officer, the hirer or any passenger on request.

16. Validity inspections

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

17. Notification of convictions, cautions and arrest

17.1 The licensee shall within 72 hours disclose to the licensing officer in writing if they are arrested, cautioned, or convicted of any offence (including motoring offences) during the period of this licence. A representative must fulfil this obligation if the licensee is detained by the Police.

17.2 DVLA penalty notices must be declared when received, and not when the DVLA driving licence is updated.

17.3 The licensee shall ensure that any licensed driver employed by them in any capacity is made aware that they are required to disclose all the information contained in point (i) above to the vehicle licence holder during their period of employment.

17.3 If the licensee is a company or partnership section (i) applies equally to all directors or partners

18. Private Hire vehicles may not operate from taxi ranks and stands

Private Hire vehicles may not park in or operate from Hackney Carriage ranks or stands or ply the carriageway for hire..

Private hire vehicles must not wait or park on the public highway within 75 metres of an authorised rank.

19. Giving of information

Every proprietor shall within 7 days (5 working days) furnish on request the details, of any person who was authorised to drive the private hire vehicle, to an authorised officer or to a police officer. The details would include the name and address of the person.

20. Assistance dogs

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

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

21. Smoking

21.1 It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006. Any driver witnessed by an authorised officer to be smoking or vaping in a licensed vehicle will be issued with 12 contravention points and/or a fixed penalty notice.

21.2 The Council requires that an international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window.

21.3 The no smoking signs must be clearly visible from inside and outside of the vehicle.

22. CCTV in vehicles

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

23. Roof boxes and roof racks

The use of roof boxes and roof racks is strictly prohibited unless there is roof space or storage already integrated into the vehicle.

Conditions and requirements relating only To Hackney Carriage Vehicles

Town Police Clauses Act 1847 ("the 1847 Act") Local Government (Miscellaneous Provisions) Act 1976 ("the 1976 Act")

1. General

To assist the Hackney trade TRDC will permit applications for 3 x saloon style vehicles to be licensed as Hackney carriage vehicles from the date that the policy is formally adopted. Applications will be determined on a first come first served basis and issued in order of validation.

The vehicles must have a taxi meter fitted and display a roof light.

The driver of the vehicle must also hold a current Three Rivers Hackney Carriage or Dual driver licence.

1.1 Apart from the three aforementioned saloon style vehicles, all other new Hackney Carriage vehicle licences issued shall be for a purpose-built Hackney Carriage, capable of conveying a disabled person whilst seated in a wheelchair. The vehicle must be adapted or designed by the manufacturer or his agent, to carry at least one wheelchair bound passenger. Please check with the Licensing Department that the vehicle you intend to purchase meets the condition. Vehicles of a type currently licensed as a Hackney Carriage in London are acceptable.

1.2 Other wheelchair accessible vehicles will be specifically approved by the Council for use as Hackney Carriages, subject to them meeting the following minimum requirements;

- i. The wheelchair access can be available from the kerbside with the wheelchair facing forward or the rear of the vehicle and being secured to a CE type approved, manufacturer installed anchorage system for the chair.
- ii. To improve access to disabled persons all Hackney Carriages licensed in compliance with the wheelchair accessibility requirements may only be changed to vehicles that similarly meet that standard.
- iii. The vehicle shall have three or four doors for entry and egress including a rear-opening door or ramp, for a purpose built or modified vehicle to M1 standard.

2. Standards for conditions of appearance of a Hackney Carriage vehicle

The vehicle must comply with the following:

- (a) **External advertising:** Not more than two external advertisements (excluding the roof signs) may be carried on any vehicle, confined to the side panels and must comply with the Advertising Standards Authority code of advertising.
Although minor blemishes should not constitute a failure, the following general criteria should be followed:
- (b) **Rust:** Any vehicle presented should be free from any significant areas of visible rusting and any vehicle with visible rust patches should be failed.
- (c) **Dents:** Any vehicle with dents on one or more panels where such dents are more than 5cm in diameter/length should be failed.
- (d) **Scratches:** Any vehicle with un-repaired scratches down to bare metal on three or more panels, of 5cm in length, or a single scratch of more than 20cms in length, should be failed.
- (e) **Paintwork:** All panels on all vehicles shall be painted in manufacturer's colour; panels with unmatched colours or in primer should be deemed as failures.
- (f) **Seats:** In conventional vehicles where it is intended that the licence be for four passengers, the rear seat must be at least 1220mm (48 inches) in width. All seats shall have a minimum of 410mm (16 inches) per person and in respect of seating comply with the Road Vehicle (Registration and Licensing) Regulations 2002. All seats, including the driver's, must be free from repaired cuts, tears or cigarette burns, except of a very minor nature. Any repairs must have been carried out in a professional and neat manner. All seats must be kept clean and tidy and free from all extraneous matter.
- (g) **Carpets/floor covering:** all carpets and floor covering shall be complete and free from cuts, tears, staining and soiling.
- (h) **Headlining and other trim:** All interior trim, including headlining shall be clean, complete, properly fitted and free from cuts, tears or soiling.

- (i) **Boot/luggage compartment:** This should be empty, except for spare wheel, essential tools and first aid kit, (to comply with Health and Safety and First Aid Regulations. The compartment should be clean and any covering free from major cuts, tears or other damage or staining.
- (j) **Interior:** The interior must be kept clean, tidy and free of any water penetration or litter or other rubbish.
- (k) **Vehicle emissions:** The vehicle must comply with the Motor Vehicle (Emission Test) Regulations.<https://www.gov.uk/government/publications/in-service-exhaust-emission-standards-for-road-vehicles>.
- (l) **All glazing:** All vehicles will be tested with a light meter. Any vehicle with a reading lower than the following will not be licensed. Front Windscreen 75%, Front Side Windows 70%, All other Windows 30%. The lower the number, the darker the tint.
There may be exemptions to allow factory fitted tinted windows in exceptional circumstances for example vehicles working under an applied exemption whereby the vehicle is used for Corporate, executive or Chauffeur hire service'. All vehicles that are used for schools contracts must not be fitted with tinted windows which are darker than required standards. Vehicles that are found to have such tints will be removed from service immediately and the tints must be replaced with more appropriate glazing at the cost to owner of the vehicle.
- (m) **Colour:** All approved vehicles must be painted their original colour.
- (n) **Mirrors:** Either two wing mirrors or two door mirrors must be fitted, one on each side of the vehicle, so as to afford the driver adequate vision to the rear. Additional mirrors may be fitted, but not in such a position as to obstruct the driver's clear view of the two mirrors required by this condition.

3. Hackney Carriage Occupancy Plate

3.1 For the duration of the licence, the vehicle shall have an authorised occupancy plate issued by the Council, fixed to the rear of the vehicle. The plate shall be securely and permanently fixed to the vehicle using a bracket. If a bracket is not suitable or practicable, then the plate shall be fixed with the aid of screws or bolts, on or above the bumper and at all times be kept clean and clearly visible, which will display the following:

- the number of the licence granted in respect of the vehicle;
- the maximum number of passengers that the vehicle can carry;
- the expiry date of the licence granted in respect of the vehicle;
- the words "Three Rivers District Council Hackney Carriage";
- the vehicle registration number of the Hackney Carriage it is assigned to, and
- any other information that the Council considers necessary.

3.2 In the event of revocation or suspension and on the service of a notice under section 58, of 'the 1976 Act' or upon expiry of the licence, the licensee shall return the said plate to the Council's licensing office within seven days.

3.3 The plate can be removed by the licensing officer or Police officer for reasons of gathering evidence under the Police and Criminal Evidence Act 1984 and will be returned when a photocopy of the plate is made.

4. Hackney Carriage Internal Plate

4.1 When licensed, the vehicle shall be issued with an authorised internal plate. This is to be displayed in the front of the vehicle in such a way as to be clearly visible from the inside and the outside of the vehicle and not wilfully or neglectfully concealed from public view and shall display the following:

- the number of the licence granted in respect of the vehicle;
- the maximum number of passengers that the vehicle can carry;
- the expiry date of the licence granted in respect of the vehicle;
- the words "Three Rivers District Council Hackney Carriage";
- the vehicle registration number of the Hackney Carriage it is assigned to, and
- any other information that the Council considers necessary.

4.2 The licensee shall ensure that no person uses or permits the use of the vehicle unless the Hackney Carriage internal plate issued is exhibited in the manner described under these conditions.

4.3 In the event of revocation or suspension and on the service of a notice under sections 58, 60 or 68 of 'the 1976 Act' or upon expiry of the licence, the Licensee shall return the said disc to the Council's licensing officer within 7 days (5 working days).

5. Taximeter

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

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

6. Signs etc

No signs, notices, advertisements, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle except as required by any statutory provision or in conformity with the following conditions and with written approval of Three Rivers District Council.

7. Roof signs

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

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

8. Passengers

8.1 The licensee shall not:-

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

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

9. Alteration of vehicle

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

10. Records of vehicle use

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

11. Transfer of ownership of vehicle

If the licensee wishes to transfer his/her interest in the vehicle to a person they shall within 7 working days inform the Council, specifying the name and address of the person to whom the vehicle is being transferred.

The Council reserves the right to refuse to grant a licence to any person to whom a Hackney Carriage vehicle is transferred

Under no circumstances may the new owner use the vehicle as a licensed vehicle until the licence has been transferred to that person and all documentation and any necessary fees paid.

12. Accidents and damage to the vehicle

12.1 The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle within 72 hours of the accident using the form issued by the Council.

12.2 In the interests of public safety the licensee of any vehicle involved in an accident will be required to submit a compliance certificate to the Council.

12.3 The licensee shall ensure that the vehicle is not used for hire until it has been inspected and approved by the authorised officer or a new compliance certificate has been obtained where appropriate as considered by the Council on receipt of the reported details of the incident.

13. Insurance

13.1 All Hackney Carriage vehicles must be licensed and insured for public hire use. The insurance must include legal liability for both passengers and luggage, and proof of insurance must be submitted with each application. If the insurance expires during the term of the licence, a new cover note or certificate of insurance must be produced to the licensing team.

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

14. Lost property

14.1 The Licensee shall ensure that, immediately after the termination of any hiring or as soon as practicable thereafter, the vehicle is searched thoroughly for any property which may have been accidentally left therein.

14.2 The licensee shall ensure that any property accidentally left or found or handed to him in the vehicle will be, taken to a police station within 48 hours of it being found.

15. Table of fares

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

16. Change of address and personal details

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

17. Proprietor to hold driver's licence

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

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

18. Copy of vehicle licence conditions

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

19. Validity inspections

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

20. Convictions and cautions

20.1 The licensee shall, within 72 hours, disclose to the licensing officer in writing if they are arrested, cautioned, or convicted of any offence (including motoring offences) during the period of this licence. A representative must fulfil this obligation if the licensee is detained by the police.

20.2 DVLA penalty notices must be declared when received and not when the DVLA driving licence is updated.

20.3 The licensee shall ensure that any licensed driver employed by them in any capacity is made aware that they are required to disclose all the information contained in point (16) above to the vehicle licence-holder during their period of employment.

20.4 If the licensee is a company or partnership section (16) applies equally to all directors or partners

20.5 The licensee shall make his or her DVLA driving licence available for inspection by an authorised officer of the Council or a police officer upon request.

21. Taxi ranks and stands

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

22. Giving of information

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

23. Assistance dogs

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

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

24. Smoking

24.1 It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006. Any driver witnessed to be smoking or vaping in their licenced vehicle at any time by an authorised officer will be issued with 12 contravention points and/or a Fixed Penalty Notice.

24.2 An international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window.

24.3 The signs must be clearly visible from inside and outside of the vehicle.

25. CCTV in vehicles

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

26. Fees

The fees payable for Licences and other charges described in these conditions will be in accordance with the scale approved by the Council from time to time.

27. Byelaws

The vehicle will also be subject to compliance with such Byelaws relating to Hackney Carriages that are in force within the Three Rivers District.

28. Appeals procedure

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

Conditions relating to non-standard Private Hire vehicles (e.g. stretched limousines and novelty vehicles)

1. General

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

1.2 For the purposes of this policy and licence conditions, a stretched limousine is defined as a luxurious vehicle that has been modified (stretched) to extend the length of the vehicle. The stretch shall not exceed 120 inches (measured between the rear edge of the front door and the front edge of the rear door). The vehicle shall be capable of carrying up to, but not exceeding eight seated passengers. Each passenger seating area will be at least 400mm wide.

For the purposes of this policy, a novelty vehicle shall be defined as follows:-

- a) any vehicle that has been specially constructed, adapted or converted by a low volume specialist vehicle manufacturer or modifier;
- b) any vehicle that has been specially modified from its original design specification;
- c) that is capable of carrying up to but not exceeding 8 passengers;
- d) vehicles intended for the carriage of fare-paying passengers that, prior to the introduction of this policy/conditions, would not be licensed by the authority as a private hire vehicle because they did not comply with one or more of the standard conditions relating to private hire vehicles
- e) any vehicle that, in the opinion of the licensing officer, because of its specialist design/styling or origin or age is required to be classed as a Novelty Vehicle.

2. Age of vehicle

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

3. Licence plates

3.1 The external vehicle licence plate must be kept in the boot of the vehicle at all times whilst the vehicle is licensed as a private hire vehicle.

3.2 The internal plate must be displayed in the front windscreen at all times so that the details are clearly visible.

4. Driver

4.1 Only a Three Rivers District Council licensed private hire driver is permitted to drive the vehicle whilst it is licensed.

4.2 The driver must ensure that they wear or clearly display their Council-issued identity badge in a prominent position at all times whilst working or driving the vehicle.

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

5. Signs etc.

5.1 No signs, notices, advertisements, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle except as required by any statutory provision or in conformity with the following conditions and with written approval of Three Rivers District Council.

5.2 Approval of the type of advertising should be sought from the Licensing team and written authorisation must be obtained prior to use.

5.3 No signs or advertising containing the word "taxi" or "cab" will be permitted on any private hire vehicle.

6. Smoking

6.1 It is prohibited for anyone (driver or passenger) to smoke within the vehicle at any time. Appropriate signage must be displayed inside the vehicle in accordance with the Health Act 2006. Any driver witnessed to be smoking or vaping in their licenced vehicle at any time by an authorised officer will be issued with 12 contravention points and/or a Fixed Penalty Notice.

6.2 The Council requires that an international no-smoking symbol at least 70mm in diameter must be displayed in the front passenger window or on the dashboard, and in the rear passenger window. Licence holders must ensure that all vehicles display appropriate signage inside the vehicle in accordance with the Health Act 2006.

6.3 The signs must be clearly visible from inside and outside of the vehicle.

7. Application procedure

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

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

The licence shall remain in force for one year.

8. Passengers and passenger safety

7.1 The proprietor shall not permit the limousine/novelty vehicle to be used to carry a greater number of passengers than the number prescribed in the licence.

7.2 Passengers will not be carried in the front of the vehicle.

7.3 All passengers must remain seated at all times when the vehicle is in motion.

7.4 The proprietor of the vehicle must:

- i) Provide sufficient means by which any person in the vehicle may communicate with the driver;
- ii) Ensure that the interior of the vehicle is kept wind and watertight.
- iii) Ensure that the seats in the passenger compartment are kept properly cushioned and covered;
- iv) Ensure that the floor in the passenger compartment is provided with a proper carpet, mat or other suitable covering;
- v) Provide at least two doors for use of persons conveyed in limousine/novelty vehicle and a separate means of ingress and egress for the driver;
- vi) Ensure that the interior and exterior of the limousine/novelty vehicle is kept in a clean condition;
- vii) Ensure that seatbelts are fitted to all forward and rear-facing seats and, in accordance with Construction and Use Regulations, where seat belts are fitted they must be worn by passengers at all times when the vehicle is in motion;
- viii) Ensure that no seat is required to be moved to allow any passenger to enter or exit the vehicle;
- ix) Ensure that an approved first aid kit will be carried in the vehicle at all times;
- x) Report to the Council any alteration in the design of the vehicle, whether to the machinery or to the body. The Council may require the proprietor to submit the vehicle for further examination.

9. Interior lighting

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

10. Maximum stretch

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

11. Left- and right-hand drive vehicles

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

12. Tyres and road wheels

12.1 The vehicle shall be equipped with a minimum of 4 road wheels and 1 full-sized spare wheel. The tyres shall be of an approved rating as specified by the manufacturer and not more than 10 years old.

12.2 Vehicles with a 'space-saving' wheel are to comply with the manufacturer's specifications as to use. When such a tyre is in use, the vehicle must not be used for plying for hire, or private hire.

12.3 Any change in the type or size of the tyres fitted to the vehicle must be reported to the licensing officer at once.

12.4 Tyres must have a minimum tyre tread depth of 3 mm over the central 3/4 of the tread pattern (including spare tyre).

13. Windows

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

14. Decommissioned vehicle markings

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

15. Roof racks

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

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

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

17. Insurance

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

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

18. Alcohol and the Licensing Act 2003

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

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

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

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

18.5 The driver shall not play or permit the performance of any media that, given its age classification or content, are unsuitable for the age of the passengers in the vehicle.

18.6 The limousine operator shall ensure that a performing rights licence is held where appropriate.

18.7 A Premises Licence will be required for the provision of any form of regulated entertainment within the scope of the Licensing Act 2003 when the vehicle is parked.

19. Vehicle condition

The vehicle shall be maintained in pristine condition with no visible defects, dents or blemishes to the external bodywork or internal trim or seating.

20. Driver and operator licensing requirements

20.1 In addition to the limousine being licensed as a private hire vehicle with Three Rivers District Council, the limousine operator is required to hold a private hire operator's licence with Three Rivers District Council.

20.2 All bookings for a limousine licensed as a private hire vehicle must be booked through the licensed private hire operator.

20.3 Once licensed as a private hire vehicle the limousine can only be driven by a licensed private hire driver who is also licensed by Three Rivers District Council.

21. Vehicle testing stations

Licensed stretch limousines must be submitted for testing at six-monthly intervals, to the appropriate Class MOT standard from a testing station nominated by the Licensing team.

22. Accidents and damage to the vehicle

22.1 The licensee shall report to the authorised officer any accident (motoring or otherwise) involving the vehicle and/or any damage materially affecting the safety, performance or appearance of the vehicle within 72 hours (3 working days) of the accident using the form issued by the Council. The report must be submitted via the online portal on the Council website.

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

23. Rights of appeal

The Local Government (Miscellaneous Provisions) Act 1976 sections 48 and 77 detail an applicant's right of appeal. In general terms where an applicant is aggrieved by the Council's decision to refuse to grant a private hire vehicle licence or by any conditions imposed on a private hire licence the applicant has a right of appeal to Magistrates' Court within 21 days of the applicant being notified of the Council's decision.

24. Right to vary conditions

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

Requirements relating to Private Hire Operators

1. Fit and proper person

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

1.2 With regard to criminal convictions/cautions, an operator is not an exempted profession under the Rehabilitation of Offenders Act 1974; therefore, only unspent convictions will be taken into consideration when determining whether an applicant is a fit and proper person. In assessing an application for an operator's licence, the policy on criminal convictions and behaviour in sections 19 and 20 of this policy will be referred to.

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

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

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

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

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

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

1.7 The existence of a criminal record or disclosure of other information will not necessarily stop a person from gaining or keeping a licence. The decision will be based on the policy on criminal convictions and behaviour at sections 21 and 22 of this policy, and in accordance with this section.

1.8 We will not accept disclosures obtained on behalf of another authority unless the applicant has signed up to the DBS Update Service and that the original DBS is for the appropriate workforce as defined by DBS guidelines.

2. Previous applications

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

3. Planning permission

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

4. Use of mobile applications

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

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

5. Training

All operators will be required to attend all mandatory training sessions organised or required by the Council. Failure to attend mandatory training sessions will constitute a breach of the Council's Hackney Carriage and private hire policy. At the first instance, contravention points will be issued; any subsequent failure to attend will result in further action being taken against the operator's licence.

Conditions relating to Private Hire Operators

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

General

An operator makes provision for the invitation or acceptance of bookings for a private hire vehicle.

Any legislative requirement shall be regarded as if they are conditions of the Private Hire Operator's Licence. In determining what matters should be considered for a person to be a Fit and Proper Person to be an operator the following applies

1. Record of bookings

1.1 The record required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a suitable written or electronic form approved by the Council, provided at nominal cost by the Council, or on a spreadsheet provided by the Council, or on a nationally recognised piece of computer software. This software must be capable of providing the information listed below. The entries must be numbered consecutively, and no pages should be removed. The operator shall enter the required information for each booking invited or accepted by him, before the commencement of each journey.

- The time and date of the booking
- The name and address of the hirer
- How the booking was made (i.e. by telephone, personal call etc.)
- The time of pick-up
- The point of pick-up
- The destination
- The time at which a driver was allocated to the booking
- The name of the driver and the registration number of the vehicle allocated for the booking.
- Remarks (including details of any sub-contract).

1.2 All records kept by the operator shall be preserved for a period of not less than 18 months following the date of the last entry. In the case of computer records, the entries must be capable of being printed on demand at the request of a Police officer or the licensing officer.

1.3 All records must be available for inspection and copying if required by licensing officer or Police officer.

2. Use of licensed vehicles and drivers

The Operator shall ensure that all vehicles used by him and all drivers employed by or contracted to him are properly licensed.

3. Details of current drivers

A list of all current drivers and vehicles representing your company must be submitted as part of a renewal application and on request.

4. Number of vehicles

The licence holder will ensure that the number of vehicles operated under the licence does not exceed the number of vehicles as specified in the licence.

5. Record of vehicles

In accordance with the provisions of Section 56(3) of the 1976 Act the Operator shall keep a record of all private hire vehicles operated by him and such record shall include the following particulars:

- The registration mark of each vehicle
- The make of the vehicle
- The name and address of the registered keeper
- The names, addresses and driver's licence numbers of drivers driving the vehicles
- Details of any radio call sign used

Such records shall be retained for a period of 18 months and shall not be destroyed or otherwise disposed of before the expiry of such period without the previous written consent of the Council.

6. Condition of vehicle

6.1 The Operator shall ensure that any private hire vehicle operated by him (regardless of who owns the vehicle or holds the vehicle licence) is maintained in the condition required by the private hire vehicle licensing conditions or Hackney Carriage vehicle licensing conditions.

6.2 The Operator will ensure the vehicle is maintained in a suitable mechanical condition, safe, comfortable, clean and presentable and that the external licence plate and internal licence disc provided by the Council is affixed to the vehicle in such a manner and position as shall be prescribed by the Council.

7. Operator to hold copies of driver's licences

7.1 The Operator shall keep a copy of all driver and vehicle licences and the vehicle insurance details on file.

7.2 The Operator shall notify the Council within 7 days (5 working days) of the details of any driver no longer working for them.

8. Fares and fare table

8.1 The Operator upon request shall agree the fare for a journey booked, or provide an estimate of the fare, or explain that the journey will be metered.

8.2 Should the Operator dispatch a vehicle fitted with a taximeter, they shall ensure that the meter is calibrated and correctly tariffed, and that the published table of fares is clearly displayed in the vehicle.

8.3 The Operator shall ensure that the fare for such bookings does not exceed the rate on the meter

9. CCTV in vehicles

The Operator shall ensure that they retain a copy of the CCTV authorisation certificate from Three Rivers District Council for any vehicle containing a CCTV system. No vehicle is to contain facilities to record visual or audio sources without the vehicle licence-holder holding a certificate of authorisation from the Council.

10. Disposal and acquisition of vehicles

When an Operator ceases to operate a particular vehicle or begins to operate a new vehicle, they shall inform the Council in writing as soon as possible but not later than within 7 days (5 working days) of such fact.

11. Standard of service

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:

- (a) Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place;
- (b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting;
- (c) Ensure that any waiting area provided by the operator has adequate seating facilities;
- (d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

12. Smoking and Vaping in private hire operator base

12.1 Operators must ensure that the operator base is smoke-free and that if they allow staff, drivers or members of public smoke inside the premises the licence private hire operator would be liable for further action.

13. Basic disclosure check

An annual basic disclosure certificate will be required from any person named on the Operator licence. This certificate will be due on or before expiry of the previous year's certificate. Failure to submit a new basic disclosure certificate before the check date will result in a suspension being issued on the licence.

14. Convictions and cautions

14.1 Convictions and cautions will be considered in accordance with the Hackney Carriage and Private Hire Policy.

14.2 In order to ensure protection of the public an Operator must ensure disclosure in writing to the licensing department within 72 hours if they are arrested, cautioned, convicted or have any involvement with the Police regarding any offence during the period of their licence. Should knowledge of any offences or involvement with Police be withheld, this could reflect on a person's fitness to hold a Private Hire Operator licence and may lead to a licence being suspended.

14.3 If the operator licence is held by a company or partnership, the requirements of this section apply equally to all directors and partners.

15. Notification of change of details

The Operator shall within 7 days, notify the Council in writing of any change of personal details during the period of the licence. A notification of change of details must be submitted online along with the required fee(s)

16. Address

16.1 The Operator must operate from an address within Three Rivers and give the definition of 'operate' as defined by the Local Government (Miscellaneous Provisions) Act 1976 paragraph 80(1) as meaning *"in the course of business to make provision for the invitation or acceptance of bookings for a private hire vehicle" and where the operator licence is granted for is where all bookings must be taken and all records must be kept.*

16.2 Once granted, an operator licence cannot be transferred to a different address. In the event of the business moving to a new address a new application will be required for the new premises.

NB: Planning approval, where required, must be obtained for any premises used for operating Private Hire business

17. Trading names

17.1 Only trading or business names which have been authorised in writing by the Licensing Department can be used. This requirement includes any names used on promotional material, advertisements, website information or any other written documents.

17.2 To prevent confusion to the public, trading names will generally not be authorised if they are similar to a name actively being used by a company in the district or actively being used by a company in an adjoining authority and, in these circumstances, any trading names would not then normally be authorised until they had not been actively used for a period of at least 18 months. Trading names will only be authorised or retained where there is evidence that they are actively used by the operator. Trading names can also be removed in appropriate circumstances.

18. Advertisements

18.1 The Operator shall not cause any advertisement in respect of his business or the vehicles used for that purpose to include the words 'taxi' or 'cab', whether in the singular or plural, or any such other words that may be similar in meaning or appearance to either of those words, whether alone or as part of another word(s) to prevent giving the impression their vehicles can be hired without being pre-booked.

18.2 The Operator shall ensure that private hire vehicles that he dispatches/operates does not display any roof sign. This is because a private hire vehicle must not be of a design or appearance of a Hackney Carriage.

18.3 Only Three Rivers District Council licensed vehicles may carry advertisements in relation to the private hire operator and any such advertisements must be submitted to and approved by the Licensing Officer at

the Council prior to being used. Only the private hire operator business name and telephone number will be allowed. In addition to this requirement, it is recommended that an advertisement bear the words 'Advanced Booking Only' or 'Must be pre-booked'.

19. Conduct

The Operator of a private hire vehicle shall not by calling out or otherwise importune any person to hire such vehicle and shall not make use of the services of any other person for that purpose.

19. Complaints

The operator shall notify the Council in writing within 72 hours of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof.

20. Insurance

21.1 The Operator shall ensure that any vehicle they dispatch is covered by valid insurance for the purposes of private hire and shall ensure that they do not act in any way which might invalidate the insurance.

21.2 The Operator shall where applicable maintain and provide evidence of Employer's Liability Insurance upon request in accordance with the Employer's Liability Compulsory Insurance Act 1969.

21.3 In the case where members of the public have access to the operating centre, the Operator shall maintain at all times and provide evidence of Public Liability Insurance upon request.

22. Employees of operator business

22.1 The Operator must view a basic DBS certificate (dated within one month of the check) of any staff that have access to booking records or dispatch vehicles.

22.2 The operator must maintain a register of all such staff which shall include a record of when each DBS check has been undertaken. This register must be available for inspection by an authorised officer of the Licensing Authority upon request. The register should include the following:

- i. the date that person's employment in that role commenced
- ii. the date the operator checked the DBS certificate
- iii. the name of the person that checked the DBS certificate
- iv. the date the person ceased to perform that role

The register must be retained for 6 months in line with the booking records. Should an employee cease to be on the register and later re-enter the register a new basic DBS certificate (or use of the Update Service) should be viewed by the operator.

22.3 Where the applicant/operator employs or intends to employ persons involved in taking bookings or the dispatch of vehicles, the operator must produce a policy on the employment of ex-offenders in those roles. The policy must be available for inspection on request of an authorised officer of the Licensing Authority.

22.4 The Operator must require that all staff employed in taking bookings or dispatching vehicles to report to them within 48 hours of any conviction, binding over, caution, warning, reprimand or arrest for any criminal matter whilst they are employed in this role.

22.5 The operator must have knowledge of and be compliant employment law

22.6 All operator must ensure health and safety measures are in place and all staff are trained accordingly. Logs of training and refresher training must be kept and produced when requested by an authorised officer.

22.7 The operator must make certain that any outsourced booking and dispatch functions have adequate safeguarding measures in place for the protection of children and vulnerable adults. The operator must have required evidence of this from the company before outsourcing these functions.

23. Compliance with legislation

23.1 Operators must comply with all applicable legislation, i.e. the provisions of the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976, the byelaws made in respect of Hackney Carriages. They shall also ensure compliance with Section 37 of the Disability Discrimination Act 1995 and the Equality Act (2010) in respect of Carrying of guide dogs and hearing dogs:
<https://www.legislation.gov.uk/ukpga/1995/50/section/37/enacted>

24. Appeals procedure

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

Version Control:

Use of CCTV, mobiles and audio devices in Hackney Carriage & private hire vehicles

1. Introduction

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

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

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

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

2. The purpose of CCTV

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

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

3. General requirements

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

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

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

All equipment must comply with any legislative requirements in respect of Motor Vehicle Construction and Use Regulations 1986. CCTV installed must also meet any other relevant legislation, including any new legislation which may be introduced following the installation of such systems.

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

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

4. Automotive Electromagnetic Compatibility Requirements (EMC)

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

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

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

5. Camera design requirements

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

6. Installation

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

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

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

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

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

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

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

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

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

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

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

7. Camera Activation Methods

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

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

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

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

8. Audio Recording

CCTV systems must not be used to record conversations between members of the public as this is highly intrusive and unlikely to be justified except in very exceptional circumstances. You must choose a system without this facility wherever possible; however, if the system comes equipped with sound recording facility then this functionality should be disabled.

There are limited circumstances in which audio recording may be justified due to a specific threat to an individual's personal safety, e.g. when a 'panic button' is utilised in response to a threat of physical violence.

Where this audio recording facility is utilised a reset function must be installed which automatically disables audio recording and returns the system to normal default operation after a specified time period has elapsed. The time period that audio recording may be active should be the minimum possible and should be declared at the time of submission for approval of the equipment.

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

9. Image Security

Images captured must remain secure at all times.

The captured images must be protected using approved encryption software which is designed to guard against the compromise of the stored data, for example, in the event of the vehicle or equipment being stolen.

The Information Commissioner's Office has published guidance on how to keep personal data (including personal data contained in CCTV images) secure, on their website.

10.Retention of CCTV images

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

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

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

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

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

11.Notification to the Information Commissioner's Office

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

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

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

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

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

12.Using a third-party service provider (data processor)

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

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

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

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

13.Using recorded CCTV images

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

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

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

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

Under the DPA, members of the public may also make a request for the disclosure of images, but only where they have been the subject of a recording. This is known as a ‘Subject Access request’. Such requests must only be accepted where they are in writing and include sufficient proof of identity (which may include a photograph to confirm they are in fact the person in the recording).

Data Controllers are also entitled to charge a fee for a subject access request (currently a maximum of £10). More guidance on handling subject access requests can be found in the ICO’s Subject Access Request Code of Practice, which is available on their website.

14.Signage

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

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



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

15. Signage for external-facing CCTV systems

Where a CCTV system is installed in order to record incidents outside the vehicle, it will not be practical to display a sign. Instead, when the CCTV is activated in response to an incident, the driver of the vehicle must inform the person(s) recorded that their personal data was captured as soon as practicable after the incident.

They should also be informed of the purpose for which the device has been installed, for example to facilitate their insurance company's investigation of insurance claims.

16. Annual Certification from installer

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

17. CCTV Checklist

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

Please tick

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

18. Use of communication, audio and visual devices whilst driving

Mobile devices should only be used if they are held in a cradle and are used completely hands-free.

All communications devices must be securely fitted within the vehicle and appropriately located so as to not interfere with the operation of the vehicle.

The use of headphones is not permitted whilst driving.

To protect passenger confidentiality, a licensed driver must neither retain nor publish any image, sound or information of any passenger(s) captured on a hand-held recording device or any other form of recording device, except where this is to an authorised officer of the Council or Police.

Version	Adoption	Changes
V1 Original	Adopted on 24 May 2022 (Annual Council)	Original policy
V2	Amended by Head of Regulatory Services on 13 June 2023	Changes to medical process to enable a medical report to be signed by a registered GP or Medical Practitioner who must be a qualified GP.
V3	2025	Changes made following update of the DfT guidance, vehicle standards.