



# Taxi and Private Hire Licensing Policy

Effective from: to be confirmed

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**All references to “taxi” should be read as the legal term “hackney carriage” as defined by section 38 of the Town Police Clauses Act 1847**

**Proposed amendments to current policy are included in red type font**

# PART 1

## INTRODUCTION

### 1.1 Powers and duties

1.1.1 This Statement of Licensing Policy is written pursuant to the powers conferred by the Town Police Clauses Act 1847 and Local Government (Miscellaneous Provisions) Act 1976, as amended, which places on North Hertfordshire District Council (“the Council”) the duty to carry out its licensing functions in respect of taxis and private hire vehicles.

### 1.2 Policy objectives

1.2.1 Taxis and private hire vehicles have a specific role to play in an integrated transport system. They can provide safe, secure and comfortable transport, providing an on-request door to door service in various circumstances, including where public transport may not be available, or for those with mobility difficulties.

1.2.2 In setting out its policy, the Council seeks to promote the following objectives:

- (i) **Public safety**  
(including protecting children, and vulnerable persons over eighteen years of age, from harm when using taxis and private hire vehicles)
- (ii) **The protection of the environment**  
(including the use of cleaner, greener vehicles and preventing idling)
- (iii) **Ensuring an efficient and effective taxi and private hire provision**  
(including the use of new technology where appropriate and advancing equality)
- (iv) **To provide and maintain a professional and respected taxi and private hire trade by continued monitoring and improvement of standards of service**

1.2.3 The aim of the licensing process, in this context, is to regulate the taxi and private hire trade to promote the above objectives. It is the Council’s wish to facilitate professional and responsible businesses, which display sensitivity to the wishes and needs of the public, whilst maintaining the current high standard of service provision.

1.2.4 When considering this policy, the Council have tried to ensure that each requirement is properly justified by the risk it seeks to address, balancing the cost of the requirement against the benefit to the public.

### 1.3 Departure from the policy

1.3.1 In exercising its discretion in carrying out its regulatory functions, the Council will have regard to this policy document and the objectives set out therein.

1.3.2 Notwithstanding the existence of this policy, each application or enforcement measure will be considered on its own merits **with a view to promoting** the licensing objectives. However, it is likely that departures from policy will be restricted to **genuinely** exceptional circumstances, not used to circumvent the reasonable requirements of the Policy.

### Substantial departure from policy

- 1.3.3 Where it is necessary for the Council to depart substantially from this policy, clear and compelling reasons for doing so must be given. The licensing and community safety manager may authorise a departure from the policy in accordance with this section if they consider it necessary in the specific circumstances and will advise Councillors of such decisions via the Members Information Service (MIS).

### Minor departure from policy

- 1.3.4 Where an applicant can demonstrate that a minor departure from this policy, based on the individual circumstances of that application, would still ensure that the policy objectives are achieved, the licensing and community safety manager may authorise a licence to be issued.

## **1.4 Policy duration**

- 1.4.1 This policy will be kept under review and amended as and when necessary to reflect changes in legislation, case law, statutory guidance and best practice.
- 1.4.2 Administrative amendments to this policy (required by virtue of legislative changes, revised statutory guidance, a Council restructure or administrative procedural changes) may be made by the licensing and community safety manager. Amendments under this section are restricted to those required to accurately reflect the current legal or administrative position rather than amendments that change the focus of local policy.
- 1.4.3 The policy will be periodically reviewed to ensure it remains fit-for-purpose and either amended where necessary or approved for continuation by the **licensing and community safety manager, in consultation with the** relevant Executive Member and the Chair of the Licensing and Regulation Committee.
- 1.4.4 Minor amendments to the policy may be authorised by the licensing and community safety manager in consultation with the relevant Executive Member.

For the purposes of this section, a minor amendment is any amendment that does not fall within section 1.4.2 above or section 1.4.5 below.

- 1.4.5 In the event of any significant amendment to the policy, a full public consultation will be undertaken prior to consideration by the Licensing and Regulation Committee who may amend the policy as it deems appropriate.

For the purpose of this section, a significant amendment is defined as one that:

- will have significant financial impact on applicants, licence holders or the public
- will have a significant procedural impact on applicants, licence holders or the public
- may not be perceived by the trade or the public to be consistent with the policy objectives set out in section 1.2 above.

## **1.5 National guidance**

- 1.5.1 In adopting this policy, the Council had regard to the Government's:
- **Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England**
  - **Statutory taxi and private hire vehicle standards**
  - **Private hire vehicle licensing guidance note**

- 1.5.2 Additionally, the Council had regard to the Institute of Licensing's Suitability Guidance (November 2024).

## PART 2 VEHICLES

### 2.1 Limitation of numbers

- 2.2.1 The Council currently has no limit on the number of taxis which may be licensed within the district and has no intention of introducing one unless evidence of 'no significant unmet demand' can be provided. The cost of any 'unmet demand' survey would need to be borne by the existing licence holders.
- 2.2.2 No powers exist for licensing authorities to limit the number of private hire vehicles that they licence.

### 2.2 Specifications and conditions

- 2.2.1 Licensing authorities have a wide range of discretion over the vehicle types they can licence as taxis or private hire vehicles and The Best Practice Guidance suggests that local licensing authorities should adopt the principle of specifying as many different vehicle types as possible.
- 2.2.2 The Council is empowered to impose such conditions, as it considers reasonably necessary, in relation to the grant of a taxi or private hire vehicle licence. Taxi and private hire vehicles provide a necessary service to the public; however, it is appropriate to set standards for the external and internal condition of the vehicle, provided that the standards are reasonable and proportionate.
- 2.2.3 Part 2 of this policy sets out the Council's minimum standards of vehicle specification, which apply in respect of all licensed vehicle applications. This specification will need to be met prior to licensing and maintained throughout the duration of the licence.

This will be achieved by attaching the following licence condition to all taxi and private hire vehicle licences:

***"This licence is granted subject to compliance with the Council's Taxi and Private Hire Licensing Policy vehicle specification requirements (Part 2 of the policy) throughout the duration of the licence period."***

### 2.3 Accessibility

- 2.3.1 The Council is committed to social inclusion and ensuring a wide variety of opportunities is available to those with mobility difficulties to enjoy a high quality of life. It fully supports the view of the Equality and Human Rights Commission that,

***"Making successful journeys is critical to the social inclusion of disabled people. Without the ability to travel, disabled people are denied access to life opportunities. Their access to education, shopping, employment, healthcare, as well as social and family life is significantly improved when journeys become accessible."***

- 2.3.2 It is arguable that different accessibility considerations should apply between taxis and private hire vehicles in that taxis can be hired in the street or at a rank, by the customer dealing directly with a driver whereas private hire vehicles can only be booked through an operator.

- 2.3.3 The Council considers it particularly important that a person with a disability should be able to hire a suitable accessible vehicle with the minimum delay or inconvenience. Having an acceptable proportion of accessible taxis and private hire vehicles available helps ensure that this is possible; therefore, the Council will actively encourage the licensing of sufficient accessible vehicles and have regard to the requirements of the Equality Act 2010 and any subsequent equalities legislation.
- 2.3.4 Section 167 of the Equality Act 2010 allows the Council to designate accessible vehicles as subject to the requirements of the Act making it a criminal offence to refuse a passenger with a wheelchair or charge an additional fare. **In support of the Council's desire to provide accessible transport for those with disabilities, all wheelchair accessible taxis and private hire vehicles will be designated for this purpose.**
- 2.3.5 Drivers who, for medical reasons, are unable to accept wheelchair passengers or assistance dogs can apply to the Council for an exemption certificate. Such a certificate will only be issued on production of appropriate medical evidence. Exemption certificates, which show the photograph of the driver, must be always displayed in the vehicle whilst licensed as a taxi or private hire vehicle.
- 2.3.6 In the absence of a medical exemption certificate from the Council, it would be a criminal offence for any taxi or private hire driver to:
- refuse to carry an assistance dog
  - refuse to carry a passenger with a wheelchair
  - refuse to allow the assistance dog to remain with the passenger throughout the journey
  - make any additional charge for the carriage of the assistance dog or wheelchair.
- 2.3.7 **The Council considers any of the offences in 2.3.6 above to be incompatible with driving a taxi or private hire vehicle and will ordinarily prosecute and/or revoke the licence in such circumstances.**

## 2.4 Environmental considerations

- 2.4.1 The Council has considered whether, in the interests of the environment, tougher emissions standards should be introduced for all licensed vehicles and considers its responsibility in protecting the environment to be a predominate factor within licensing policy, particularly given the Council's declaration of a climate emergency.
- 2.4.2 That said, the Council believes that its requirement for all new vehicles to meet Euro 6 emission standards, **no renewal of Euro 4 vehicles**, and its six-monthly testing requirements for all vehicles over **ten (10)** years old, is sufficient not to require tougher emission standards for licensed vehicles.
- 2.4.3 Clearly emissions from taxis and private hire vehicles could be further reduced through education and raised awareness of environmental issues. Simple measures such as:
- (i) better and more frequent vehicle maintenance and servicing; or
  - (ii) switching off engines when stationary or idling, particularly at taxi ranks,
- can make a significant environmental impact considering the number of licensed vehicles.
- 2.4.4 The Council will seek to strike an appropriate balance between protecting the environment and ensuring sufficient transport provision in the district. The Council is particularly aware that many elderly and/or vulnerable residents are dependent on taxis and private hire vehicles to undertake essential journeys i.e. shopping, social interaction and medical appointments. Additionally, taxis and private hire vehicles are an essential part of the transport infrastructure for many other persons, particularly school children and those without their own means of transport.

### Idling

- 2.4.5 (i) All taxi and private hire vehicles must switch off engines when stationary, **except when dropping off passengers.**
- (ii) No vehicle is to be idling at any time particularly on taxi ranks, when parked, and whilst awaiting passengers.

This will have a significant positive environmental impact considering the number of licensed vehicles within North Hertfordshire.

- 2.4.6 All licensed taxis and private hire vehicles, **including hybrid and electric**, will be required to display an anti-idling sticker provided by the Council inside the front windscreen or on the front dashboard reminding drivers of the need to switch off the engine when stationary.

### Reduced licence fees

- 2.4.7 The Council encourages the use of cleaner, low emission vehicles as taxis or private hire vehicles and will offer a subsidised licence fee for electric or hybrid vehicles to encourage vehicle owners to consider changing to cleaner fuels.

### Taxi ranks

- 2.4.8 The Council is aware of the limited taxi rank provision in the district and the potential for taxis to congregate in areas such as town centres, particularly as part of the late-night economy. This often causes increased emissions in high density residential areas having an adverse impact on public health and the environment
- 2.4.9 There is a balance to strike between placing taxi ranks away from town centres and the need to provide a method of quickly dispersing the public as part of the night-time economy.
- 2.4.10 **When suitable infrastructure allows**, the Council will seek to establish new taxi ranks in town centres that will be limited to use by electric, hybrid or ultra-low emission (uLEV) vehicles only. **When introduced**, all other taxis will have to use the existing **out of town** taxi ranks or park away from the town centre other than dropping-off passengers or collecting pre-booked customers.
- 2.4.11 Private hire vehicles will not be permitted to park in town centres other than to drop-off passengers or collect pre-booked customers.
- 2.4.12 An Appendix will be added to this policy outlining the areas considered as a 'town centre' for the purposes of this section of the policy at the appropriate time.

### Environmentally friendly fleet

- 2.4.13 The Council is aware of the Government's intention to introduce a ban on the sale of new petrol, diesel and hybrid cars in the UK by 2035 at the latest.
- 2.4.14 Despite the national push towards electric vehicles, the Council is not convinced that sufficient electrical charging infrastructure will be available nationally to meet this deadline and is aware that other technology may be advanced. Therefore, the Council prefers to commit to achieving cleaner fuel types by mandating ultra-low emission vehicles rather than restricting licences to electric only at this time however will keep this under review.**
- 2.4.15 From 1 January 2028 all new or replaced vehicles must be ultra-low emission vehicles (uLEVs), **with a minimum of Euro 6 emission standards.**

- 2.4.16 Existing vehicles licensed prior to 1 January 2028 will be able to continue to be licensed, **provided they are a minimum of Euro 5 emissions standards**, until such time as they are replaced at which point, they will be considered a new vehicle and must comply with section 2.4.15 above
- 2.4.17 The definition of uLEV for the purposes of section 2.4.15 will be the Government's published list of uLEVs.

Other assistance

- 2.4.18 The Council will continue to encourage applicants and licence holders to change to cleaner, low emission vehicles by researching and promoting Government schemes offering subsidies and/or other help-to-buy alternatives for more environmentally friendly vehicles.

**2.5 Maximum age of vehicles and emission standards**

- 2.5.1 The Council is aware that it is perfectly possible for an older vehicle to be in good condition and that the setting of an age limit beyond which they will not licence vehicles may be arbitrary and disproportionate. **This is particularly relevant with the recent advancement in vehicle technology and the fact that a vehicle owner maintains the vehicle as their source of income.**
- 2.5.2 **Age limits set by the Council are considered unnecessary and disproportionate in promoting objectives of this policy due to the Council's emission standard requirements however it is accepted that a greater frequency of testing is appropriate for older vehicles.**
- 2.5.3 **When first licensed by the Council, all vehicles must meet a minimum of Euro 6 emission standards.**

My car newly registered from:	Emissions standard
31 December 1992	Euro 1
1 January 1997	Euro 2
1 January 2001	Euro 3
1 January 2006	Euro 4
1 January 2011	Euro 5
1 September 2015 - but see important note below	Euro 6

The table is a guide, and it is recommended you contact the vehicle manufacturer to check your car's standard is if you are unsure.

- 2.5.4 Taxis and private hire vehicles may be licensed until such time that the vehicle cannot comply with the Council's testing requirements (see section 2.6).
- 2.5.5 A licensed taxi may be transferred to a private hire vehicle **provided the taxi matches the vehicle type it is replacing. For clarity, if a private hire vehicle is a wheelchair accessible vehicle the taxi replacing it must be a wheelchair accessible vehicle. The vehicle must comply with the Council's vehicle testing requirements (see section 2.6).**

- 2.5.6 A licensed private hire vehicle may be transferred to a taxi provided the private hire vehicle matches the vehicle type it is replacing. For clarity, if a taxi is a wheelchair accessible vehicle the private hire vehicle replacing it must be a wheelchair accessible vehicle. The vehicle must comply with the Council's vehicle testing requirements (see section 2.6).

## **2.6 Vehicle testing**

- 2.6.1 Vehicle testing consists of an MOT test plus a Council Certificate of Compliance Test (CT) however the frequencies of testing differ.

### MOT testing

- 2.6.2 In order to comply with the Council's vehicle testing requirements a vehicle must obtain a current MOT pass certificate from any Department for Transport authorised garage from the third anniversary of its registration.
- 2.6.3 Once the vehicle reaches the tenth anniversary of its registration, a six-monthly MOT will be required for the remainder of the period the vehicle is licensed as a taxi or private hire vehicle.
- 2.6.4 Any MOT must be dated no earlier than two (2) calendar months prior to the licence commencement date.

### Certificate of compliance (CT) testing

- 2.6.5 In order to comply with the Council's vehicle testing requirements a vehicle must obtain a Certificate of Compliance (CT) pass from an authorised council licensing at initial grant and at every renewal.
- 2.6.6 Once the vehicle reaches the tenth anniversary of its registration, a six-monthly CT will be required for the remainder of the period the vehicle is licensed as a taxi or private hire vehicle.
- 2.6.7 Any CT must be dated no earlier than two (2) calendar months prior to the licence commencement date.

### Failed testing

- 2.6.8 The licence of any vehicle which fails its testing requirements (MOT or CT) will be automatically suspended until such time as the vehicle has been re-examined and the necessary pass certificates obtained. The Council may retain the vehicle licence plate until such time as the inspection requirements are met.
- 2.6.9 Failure to attend a CT appointment in accordance with section 2.6.6 above will also result in suspension until such time as a CT pass has been obtained.

### MOT advisories

- 2.6.10 With public safety being a significant objective of this policy, the Council expects licensed vehicles to be of the highest possible standard. Accordingly, any MOT advisory relating to tyres or brakes must be rectified before a licence is granted. The Council also reserve the right to extend this requirement to other MOT advisories where they deem it necessary for the protection of the public.



## Accident damage

- 2.6.11 With the safety of the public being a predominate factor of this policy all vehicles involved in an accident, however minor, will be required to obtain a licensing officer's approval to continue operating. Upon inspection following an accident, any vehicle that would fail to meet the vehicle testing requirements (**MOT or CT**) will be automatically suspended until such time as the vehicle has been re-examined and the necessary approval given
- 2.6.12 In the case of only cosmetic damage following inspection by a licensing officer, a timescale for repair will be set by the Council at the end of which the vehicle must be re-presented to a licensing officer for a compliance test. If the vehicle is not presented for re-inspection by the prescribed date, or the vehicle fails the inspection, it will be automatically suspended until such time as the vehicle meets the Council's compliance test requirements.
- 2.6.13 In addition to the above testing requirements, the Council will undertake its own unannounced program of inspections between formal testing dates. Sections 2.6.11 and 2.6.12 will apply during an unannounced inspection.

## **2.7 Vehicle type**

- 2.7.1 Left-hand drive vehicles will not be considered suitable for licensing, save for stretched limousines which will be subject to the specification requirements detailed in **Appendix E**. This is to ensure that passengers travelling in the front passenger seat can exit the vehicle directly onto the footway rather than directly into the carriageway.
- 2.7.2 The Council is aware of its duty under the Equality Act 2010 to ensure that there is sufficient provision of wheelchair accessible taxis and private hire vehicles. It is equally aware that many persons that travel in wheelchairs prefer to travel in a salon vehicle as opposed to a purpose-built wheelchair accessible vehicle (WAV).
- 2.7.3 To ensure adequate provision, the Council will endeavour to ensure that a suitable percentage of the licensed vehicles are purpose-built wheelchair accessible vehicles and that all other vehicles have sufficient space to carry a folding wheelchair.

### New taxis

- 2.7.4 All vehicles for new taxi licence applications must be either:
- (i) a 'London' type taxi, or
  - (ii) a suitable wheelchair accessible vehicle, approved by the Council, until a minimum of 10% of the total number of licensed taxis meet these criteria, at which time this restriction will no longer apply. This restriction will apply at any time when the criteria is not met.

### New private hire vehicles

- 2.7.5 All vehicles for new private hire licence applications must be either:
- (i) be a suitable wheelchair accessible vehicle, approved by the Council until a minimum of 10% of the total number of licensed private hire vehicles meet these criteria; or
  - (ii) a purpose-built minibus designed to carry not less than (4) nor more than eight (8) passengers.
- When the minimum of 10% of the total number of private hire vehicles being wheelchair accessible is met, the criteria will no longer apply.

## Procedure for when the wheelchair accessible criteria is met

- 2.7.6 When the relevant percentage criteria are met and the requirements for wheelchair accessible vehicles no longer applies, the following process will be followed:
- a notice will be placed on the Council website on the [Information for drivers and operators](#) page
  - all existing drivers and operators will be sent an email with a link to the notice
  - applicants must complete an application form provided by the Council specifying the new vehicle details with proof they are the registered keeper (applications will not be accepted for vehicles not owned by the applicant)
  - applications must be accompanied by full payment of the appropriate fees
- 2.7.7 Plates will be granted on a first come first served basis for fully completed applications; there will be no waiting list available for pre-registering an interest.
- 2.7.8 It is the responsibility of the drivers and operators to ensure that the Council holds a current contact email address. The Council will accept no claims of being disadvantaged from drivers or operators not receiving an email.

## Renewal applications

- 2.7.9 Any taxi or private hire vehicle with a valid licence as at **policy adoption date** may be renewed, or transferred to a new vehicle, without having to meet the new vehicle requirements of sections 2.7.4 or 2.7.5 above.
- 2.7.10 Once licensed as a wheelchair accessible vehicle, a taxi or private hire vehicle can only be replaced with a wheelchair accessible vehicle.

## Vehicle type approvals

- 2.7.11 Licensed vehicles shall ordinarily have European Community Whole Vehicle Type Approval (see <http://www.dft.gov.uk/vca/vehicletype/index.asp>) and be compliant with the relevant Road Vehicles (Construction and Use) Regulations in effect at the time of application.
- 2.7.12 In the absence of European Community Whole Vehicle Type Approval, or if a vehicle has been modified in any way since manufacture, vehicles can be considered for licensing that have:
- (i) National Small Series Type Approval  
(see <http://www.dft.gov.uk/vca/vehicletype/index.asp>), or
  - (ii) Individual Vehicle Approval  
(see <http://www.dft.gov.uk/vca/vehicletype/index.asp>)

However, Individual Type Approval will not be accepted:

- (a) where the seatbelts fitted to the vehicle are not those fitted by the manufacturer and tested in accordance with the vehicle's original type approval, or
- (b) where the vehicle has been fitted with seating/wheelchair tracking which may invalidate the original type approval for any seats fitted to the vehicle except where suitable evidence is provided by the applicant(s) that this is not the case.

## All vehicles

- 2.7.13 All taxi and private hire vehicles must:
- (i) be capable of carrying not less than four (4) nor more than eight (8) passengers,
  - (ii) have no damage affecting the structural safety of the vehicle,

- (iii) not have been written off for insurance purposes as (category A or B write-offs), (category S and N write-offs may be permitted provided proof of suitable repair can be provided)
- (iv) have sufficient means by which any passenger in the vehicle may communicate directly with the driver,
- (v) be always maintained in sound and roadworthy condition,
- (vi) serviced in accordance with manufacturers' recommendations.

## 2.8 Signage

### Taxis

2.8.1 Taxis must be fitted with an illuminated external sign mounted on or above the roof of the vehicle or have a built-in illuminated roof sign. The sign may display either:

- (i) the word "TAXI",
- (ii) the name and/or telephone number of the taxi company,
- (iii) the words "FOR HIRE", or
- (iv) any combination of the above.

The roof sign and lettering shall be of an appropriate size to enable it to be clearly identifiable to the public.

2.8.2 The mounted roof sign or built-in roof sign must be switched off when the vehicle has been hired and illuminated when available for hire.

2.8.3 An internal "FOR HIRE" sign may be fitted in licensed taxis but must comply with the requirements of 2.8.2 with respect to illumination.

### Private hire vehicles

2.8.4 A private hire vehicle must not carry a roof sign of any description, mounted or built-in, or any markings that may give the impression that it is a taxi.

2.8.5 Internal "FOR HIRE" signs are not permitted in any private hire vehicles.

2.8.6 A private hire vehicle must display Council-approved signage on both front doors of the vehicle stating that the vehicle is only able to undertake pre-booked journeys. Any private hire vehicle not meeting the requirements of this section will be automatically suspended until such time as the requirements are met and the suspension has been removed by a licensing officer.

## 2.9 Livery

2.9.1 The Council believes that the requirements of this policy ensure that taxis and private hire vehicles are easily distinguishable and that there is no current requirement for specific vehicle livery

2.9.2 However, the Council will keep the issue of livery under review and if it believes that livery would be of benefit to the public, either in terms of specific vehicle colours and/or a Council logo, then a public consultation will be undertaken prior to any livery being introduced.

## 2.10 Licence plates

2.10.1 For the avoidance of doubt a licenced vehicle is always a licenced vehicle including when being used for private purposes. At all times when a vehicle is licensed as a taxi or private

hire vehicle, unless an exception has been granted under subsection 2.10.4, the vehicle must display the licence plate provided by the Council, securely fixed externally in a prominent position on or above the rear bumper of the vehicle. Plates attached by magnets must not be removed when the licenced driver is not working at any time, save for when parked overnight outside the driver's home.

- 2.10.2 At all times when a vehicle is licensed as a taxi or private hire vehicle, the vehicle must display the internal vehicle licence plate provided by the Council, securely fixed to the left of the windscreen (passenger side).
- 2.10.3 The licence plates must always be clearly identifiable and legible to the public. **An authorised licensing officer may suspend a licensed vehicle if they believe the licence plate is illegible or missing.**
- 2.10.4 Exemption to the requirements of subsection 2.10.1 may be given to private hire vehicles used for executive hire, corporate contracts, school contracts or work of a similar nature. To qualify for an exemption, the Council will require proof of the nature of work proposed to be undertaken.
- 2.10.5 If an exemption is granted, the following requirements apply:
- (i) a written letter of exemption issued by the Council must always be carried in the vehicle,
  - (ii) the licence plate must be always carried in the vehicle,
  - (iii) a 'tax disc' style exemption disc issued by the Council must be displayed on the front windscreen of the vehicle, and
  - (iv) the vehicle must be undertaking the nature of work for which the exemption was granted.

If any of these four criteria are not met, subsection 2.10.1 will apply.

- 2.10.6 **An application for an exemption under this section must be submitted on the prescribed application form available on the Council's website, fully detailing why there are appropriate circumstances for the exemption.**
- 2.10.7 **An exemption will only be granted for the duration of the licence; therefore, a new exemption application will be required at every renewal and change of vehicle.**
- 2.10.8 For the avoidance of doubt, vehicles that are used for a combination of 'exempt' work and normal private hire work will be required to always display external licence plates when the exemption does not apply.
- Recycled material plates
- 2.10.9 **In support of its environmental commitments, the Council are sourcing vehicle licence plates made from recycled materials that can remain on the vehicle for the lifetime of the vehicle licence.**
- 2.10.10 **Once sourced, these new plates will be phased in at each vehicle's next renewal and the old plates collected and returned to the current supplier. At each subsequent renewal, a tamper-proof sticker will be issued with the licence expiry date which can be placed on the plate over the previous sticker.**
- 2.10.11 **Licence plates will then only need to be returned when the vehicle is changed or ceases to be licensed.**

## Customer feedback / complaints

- 2.10.12 The new plates, and the internal windscreen plates, will have a QR code printed on them specific to the vehicle.
- 2.10.13 If a customer wishes to log some positive feedback with the Council, or make a complaint, scanning the QR code will inform the Council of the specific vehicle and give the customer access to an online form to log their feedback/complaint.

## **2.11 Advertising**

- 2.11.1 External advertisements shall be confined to the door panels or the rear of the vehicle.
- 2.11.2 Any advertisement on the front door panels or rear of the vehicle must be restricted to the name, logo or insignia, telephone number, social media or other contact details of the owner or operator of the vehicle. No other advertisement is permitted on the front door panels or rear of the vehicle.
- 2.11.3 Advertising of any other business is permitted on the exterior of the vehicle, subject to section 2.11.2, if it complies with section 2.11.7.
- 2.11.4 No advertisement shall obliterate, obscure or be confused with the vehicle's licence plate.
- 2.11.5 Internal advertisements are permitted on the windscreen or rear window but must be:
- (i) no more than ten (10) centimetres in height,
  - (ii) positioned so that they do not obstruct the driver's view in any way, and
  - (iii) be restricted to the name, logo or insignia, telephone number, or other contact details of the owner or operator of the vehicle.
- 2.11.6 For the purpose of this section, the display of 'no smoking' signage as required by legislation, **no idling signage**, or signage indicating that the vehicle can convey passengers in wheelchairs (provided that the vehicle has been manufactured or properly adapted for that purpose) is not considered to be advertising.
- 2.11.7 All advertisements shall be in good taste and contain no material that may be considered offensive to any section of the community.
- 2.11.8 The owner of any vehicle displaying an advertisement that does not conform to this section of the policy will be required to remove the offending advertisement. Until such time as the offending advertisement has been removed, the vehicle licence will be suspended.
- 2.11.9 Any advertising or signage on a private hire vehicle must not include the words "taxi", "cab", "taxi" or "for hire", save for the word "taxi" being part of the company name.
- 2.11.10 **No taxi or private hire vehicle shall display any die-cut or other stickers on the bodywork.**

## **2.12 Seating in multi-passenger vehicles**

- 2.12.1 The Council will licence vehicles for seating arrangements of up to eight (8) passengers where all licensing requirements are satisfied.
- 2.12.2 All vehicles licensed to carry more than four (4) passengers will only be licensed in accordance with the Original Manufacturer's Specification; however, if the Council's licensing officer deems the layout unsuitable for the conveyance of passengers a decision will be made by the licensing and community safety manager in accordance with the

process in **Appendix G**. It should not be assumed that permission will automatically be granted.

## **2.13 Doors**

- 2.13.1 All licensed taxis or private hire vehicles must have at least three side-opening passenger doors, which must be easily opened from the inside and the outside.
- 2.13.2 All vehicles must have sufficient safe and suitable access and egress from the vehicle for the driver and all passengers, excluding the rear exit and the driver's front door.

## **2.14 Tyres**

- 2.14.1 The licensed vehicle must be fitted with either all radial or all cross-ply tyres, including the spare wheel. All tyres, including the spare wheel, must be suitable for use on the vehicle and conform to the requirements of the Original Manufacturers' Specification.
- 2.14.2 Run-flat tyres and 'space-saver' tyres are acceptable on licensed vehicles provided they conform to the original manufacturers' specification.
- 2.14.3 If a run-flat or 'space-saver' spare tyre is used on a licensed vehicle it must only be for completing the current fare and returning to a garage to obtain a suitable replacement. No further fares may be taken whilst the run-flat or 'space-saver' spare tyre is being used on the vehicle.
- 2.14.4 Original Manufacturers' Specification 'tyre repair kits / compressor' are permitted within licensed vehicles provided they comply with the relevant British Standards. If a 'tyre repair kit / compressor' is used on a licensed vehicle in lieu of a spare tyre it must only be for the duration of completing the current fare and returning to a garage to obtain a suitable replacement. No further fares may be taken whilst the tyre repaired with the 'tyre repair kit / compressor' is being used on the vehicle.

## **2.15 Drivers' vehicle mirrors**

- 2.15.1 External rear view mirrors must be fitted to both sides of all licensed vehicles.
- 2.15.2 All licensed vehicles must have an internal rear-view mirror appropriately fitted in accordance with appropriate legislation and/or manufacturers' specification.

## **2.16 Passenger comfort**

- 2.16.1 There must be sufficient space between the seat cushions and the lowest part of the roof, and the front and back seats, to safely accommodate the driver and passengers in reasonable comfort.

## **2.17 Seats**

- 2.17.1 Passenger seats must allow a reasonable width per passenger with no significant intrusion by wheel arches, armrests or other parts of the vehicle.
- 2.17.2 Unless the Original Manufacturers' Specification states otherwise, the front seat of the vehicle next to the driver will be regarded as a seat for one (1) passenger only.
- 2.17.3 Smaller seats in the rear of multi-passenger vehicles will ordinarily be deemed not suitable for carrying passengers.

## **2.18 Seat belts**

- 2.18.1 All vehicles must be fitted with fully operational seat belts, one for each passenger to be carried, fully compliant with the relevant British Standard, except where legislation specifically provides an exemption.
- 2.18.2 In relation to the carriage of all passengers, including children, the requirements of all relevant legislation must be complied with.
- 2.18.3 No operator or drivers are to supply children's car seats for the use of any passengers. Should the parent/guardian of the child wish for a child to be seated in a car seat, the parent/guardian must:
- supply the seat
  - secure the seat
  - remove the seat at the end of the journey.

Under no circumstance is the driver to assist in the fitting of the seat or securing of the child.

## **2.19 National flags**

- 2.19.1 On the occasion of major sporting or non-sporting events (for example, a world cup, coronation, royal wedding, etc.) a maximum of two (2) national flags may be flown on a licensed vehicle. The flags must be of a size and manufacture that will not obstruct the driver's view in anyway, nor endanger the safety of other road users or pedestrians. All flags are flown at the proprietor's own risk.

## **2.20 Ventilation**

- 2.20.1 Windows must be provided to all passenger compartments along with adequate means of opening and closing not less than one (1) window on either side of the vehicle in both the front and rear passenger compartments.
- 2.20.2 Rear passenger windows must be capable of being opened by passengers when seated unless air conditioning is available, in which case the air conditioning must be operated by the driver upon request.
- 2.20.3 In adverse weather conditions, for example rain, the driver is entitled to refuse to open windows in order to protect the interior of the vehicle provided suitable air conditioning is in operation.

## **2.21 Luggage**

- 2.21.1 Adequate storage for passenger luggage must be available and all luggage carried must be suitably secured in place without obstructing any emergency exits.
- 2.21.2 In order for a vehicle to be licensed, there must be sufficient boot space to:
- (i) carry luggage for the numbers of persons the vehicle is licensed to carry; and
  - (ii) carry a foldable wheelchair
- 2.21.3 If the vehicle is a wheelchair accessible vehicle, section 2.21.2 (ii) above will not apply.
- 2.21.4 If the licensed vehicle is an estate, hatchback, or multi-passenger type vehicle, it must be fitted with a guard-rail or manufacturer's specification compartment cover to prevent luggage from entering the rear passenger compartments.



## **2.22 Maintenance and condition of the vehicle**

- 2.22.1 The exterior of all licensed vehicles shall be maintained in a clean, safe and proper manner at all times. In particular, the exterior of the vehicle shall:
- (i) be free of large and/or sharp-edged dents,
  - (ii) be free of visible rust,
  - (iii) be free of unrepaired accident damage,
  - (iv) have uniform paintwork equivalent to that applied by the manufacturer, and
  - (v) be maintained in an acceptable state of cleanliness.
- 2.22.2 The interior of all licensed vehicles shall always be maintained in a clean, safe and proper manner. In particular, the interior of the vehicle shall:
- (i) be free of all stains to the upholstery,
  - (ii) be free of all splits and tears to the seats,
  - (iii) be maintained in an acceptable state of cleanliness, and
  - (iv) provide seats functioning in accordance with the Original Manufacturers' Specification.
- 2.22.3 For the avoidance of doubt, any vehicle that would not pass a Certificate of Compliance inspection or a MOT must not be used until such time as the requirements of the Certificate of Compliance and MOT testing can be met.

## **2.23 Modifications**

- 2.23.1 No material alteration or change in the specification, design, condition or appearance of any licensed vehicle may be made without compliance with road traffic legislation, section 2.7 of this policy, insurance requirements, and written approval for the change(s) from the Council.

## **2.24 Dual plating**

- 2.24.1 The Council will not grant a taxi or private hire vehicle licence for any vehicle already licensed by another licensing authority.

## **2.25 Communications devices**

- 2.25.1 All two-way radio equipment must be of a type currently approved by, and fitted securely in accordance with guidelines published by, the Radio Communications Agency.
- 2.25.2 The use of radio scanning devices is prohibited, and such devices must not be fitted or carried in the vehicle.

### Personal digital assistants (PDA), or similar

- 2.25.3 The use of a PDA or smart phone communication/mapping devices is permitted however they must be fitted where all passengers have an unobstructed view but must not be in a position to distract the driver.
- 2.25.4 Should the PDA/or smart phone display a fare this must be calibrated in accordance with the approved Council fare tariff and not exceed the fare that would be calculated on a calibrated calendar meter.
- 2.25.5 For private hire vehicles the pre-agreed fare should be displayed on the PDA/smart phone device. Should the private hire vehicle be fitted with a meter, and the customer requests



that the journey is made using the meter, the driver must remove the previously agreed fare displayed on the PDA/smart phone and comply with section 2.25.4 above.

## 2.26 Meters

### Taxis

- 2.26.1 An approved taximeter must be fitted in all taxis and must be correctly calibrated, sealed and fully functional in accordance with the current Council approved fare structure. All taximeters must be appropriately stamped to ensure compliance with The Measuring Instruments (Taximeters) Regulations 2006, or any subsequent legislation.
- 2.26.2 An approved **calendar** taximeter must be fitted in all taxis and:
- (i) must be correctly calibrated, sealed and fully functional in accordance with the Current Council approved fare structure,
  - (ii) must be appropriately stamped to ensure compliance with The Measuring Instruments (Taximeters) Regulations 2006, or any subsequent legislation,
  - (iii) must not be capable of being manually overridden to ensure that the correct tariff is charged based on the actual date and time of the journey, and
  - (iv) must be always set at the correct date and time throughout the period of the vehicle licence.
- 2.26.3 The Council recognises the impact of creating unnecessary paper waste and recognises that digital smart technology is widely available offering a receipt facility. The Council also acknowledges the use of such technology is beneficial to passengers, drivers and operators alike.
- 2.26.4 The taximeter shall be positioned so that the display on the face of the meter is always clearly visible to any person being conveyed in the vehicle. The dial of the taximeter shall be kept properly illuminated throughout any part of the hiring including during the hours of darkness and at any time at the request of the hirer.
- 2.26.5 When the meter is operating there shall be recorded on the face of the meter in clearly legible figures a fare not exceeding the maximum fare that may be charged for a journey.
- 2.26.6 An official copy of the Council's fare tariff must always be securely attached and displayed on the dashboard in front of the passenger seat. The fare tariff document will be emailed to individual taxi drivers when a grant or renewal of a plate is completed. It is the driver's responsibility to ensure the tariff is printed and to ensure that it is visible to passengers.
- 2.26.7 The vehicle taximeter shall be brought into operation at the commencement of the journey and the fare demanded by the driver shall not be greater than that fixed by this Council in connection with the fare tariff for the hire of taxis. **For the avoidance of doubt, the taximeter should not be started until the passenger is in the vehicle ready to commence the journey.**
- 2.26.8 In the event of such a journey commencing in but ending outside the district, there may be charged for the journey such fare as was agreed before the hiring was confirmed. If no such agreement was made, then the fare to be charged should be no greater than that fixed by the Council in connection with the fare tariff for the hire of taxis.
- 2.26.9 On occasions, a journey will commence during one tariff period and end within another tariff period. **For the avoidance of doubt, the tariff that is in operation at the time of the commencement of a journey must remain throughout that journey.**

### Private hire

- 2.26.10 Private hire vehicles are not required to be fitted with a taximeter however where a taximeter or other device for recording fares is fitted, it must be of a type approved by the Council.
- 2.26.11 Private hire operators must agree the cost of the journey with the passenger(s) prior to undertaking the journey. At the conclusion of the journey, the fare charged should not exceed the amount previously agreed. If the operator intends to use the taximeter to calculate the fare, they must seek agreement from the passenger(s) at the time of accepting the booking, including the agreed point at which the meter would be engaged.

### Credit and debit card payments

- 2.26.12 All licensed taxis and private hire vehicles must be fitted with a credit or debit card reader to enable passengers the option to pay by credit or debit card. The card reader/device must be capable of providing the option to the passenger to supply an email address or alternative communication for a receipt or capable of printing a receipt. All passengers should be provided with a receipt unless they advise the driver that they do not require one.
- 2.26.13 If a passenger requests a credit or debit card payment option, this service must be offered irrespective of the fare. **There is no minimum payment charge for card payments and the charge cannot be more than the displayed meter fare.**
- 2.26.14 **No additional charge can be made for the use of a card payment facility.**
- 2.26.15 Should a passenger wish to pay by cash the driver must ask the passenger if they require a receipt. If the passenger requires a receipt, the driver must provide one which accurately states the time and date, driver number, journey detail and fare. All receipts must be produced on carbon paper. The driver is to retain all receipts given and produce to a licencing officer upon request. Failure to produce a receipt upon request could see the driver liable to enforcement action being taken.
- 2.26.16 Licence holders are reminded that they are data handlers when dealing with personal information such as names, addresses, emails addresses and telephone numbers and must comply with the requirements of data protection regulations and GDPR. Breaches of data protection regulations may impact on the ability to hold a licence with the Council.

## **2.27 Trailers**

- 2.27.1 Trailers may only be used with the prior approval of the Council and then subject to the following requirements:
- (i) the driver's DVLA driving licence must cover the categories that allow the towing of trailers,
  - (ii) the trailer must always comply with all requirements of road traffic legislation and the current Road Vehicles (Construction and Use) Regulations,
  - (iii) the vehicle insurance must include cover for towing a trailer,
  - (iv) trailers must not be left unattended anywhere on the highway,
  - (v) a suitable lid or other approved means of enclosure shall be fitted to secure and cover the contents of the trailer whenever in use,
  - (vi) trailers must display an identical licence plate to the licensed vehicle,
  - (vii) trailers cannot be used on a taxi rank and should only be used for specific pre-booked journeys, not whilst plying for hire.

## 2.28 Disability access

- 2.28.1 In the case of all licensed vehicles which are built or adapted for disabled passengers, the design of the vehicle should ordinarily ensure that any wheelchair is loaded from the side rather than the rear of the vehicle. Whilst the Council prefer vehicles to be loaded from the side it is aware that rear-loading vehicles better suit certain types of motorised wheelchair, therefore each vehicle will be assessed on its own merits.
- 2.28.2 Where a vehicle is utilised for the carriage of passengers in a wheelchair, the following conditions shall apply:
- (i) access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus,
  - (ii) internal wheelchair anchorage must be of the manufacturer's design and construction and secured in such a position as not to obstruct any emergency exit,
  - (iii) a suitable restraint must be available for the occupant of a wheelchair.
  - (iv) access ramps or lifts to the vehicle must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper,
  - (v) ramps and lifts must be securely stored in the vehicle before it may move off,
  - (vi) access ramps (including any winch) and/or lifts must be always maintained in full working order when the vehicle is available for hire.
- 2.28.3 Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307).
- 2.28.4 Where a vehicle is designed or adapted to carry a wheelchair, the proprietor shall ensure that the driver has received sufficient training to safely load and convey wheelchair bound passengers.
- 2.28.5 **At any time when a wheelchair accessible vehicle is unable to carry passengers in a wheelchair or with other disabilities, either due to a mechanical fault or driver incapacity, the vehicle will automatically be suspended and should not be used to carry passengers until full wheelchair and other disability access is available.**

## 2.29 Vehicles powered by liquid petroleum gas (LPG)

- 2.29.1 An applicant for a licence involving a vehicle that has been converted to run on LPG is required to produce, prior to a licence being issued, a certificate issued by a member of the LPG Association confirming satisfactory installation, examination and testing of the vehicle in accordance with the LPG Association Code of Practice.
- 2.29.2 If an LPG conversion involves installation of an LPG fuel tank in a vehicle's boot space (and possible relocation of the spare wheel) it shall be a requirement that a reasonable amount of space shall remain free for the stowage of passenger luggage and any spare wheel displaced as a result must be stowed in a location that does not impinge on the passenger carrying area of a vehicle.

## 2.30 Tinted windows

- 2.30.1 The front windscreen, front driver's side window and front passenger's side window must ordinarily be clear glass. Exemption from this requirement may be given for original manufacturer's specification 'light tint' glass that does not prevent the identification of the driver and passengers from outside the vehicle.
- 2.30.2 The rear windscreen of any vehicle shall not have been treated so that less than 75% of light is transmitted through it, nor the rear passenger compartment side windows of any

vehicle so that less than 70% of light is transmitted through them, unless the following criteria can be met:

- (i) the vehicle is licensed as private hire vehicle only,
- (ii) the vehicle is a stretched limousine vehicle,
- (iii) the vehicle will not be engaged at any time for the carriage of school children,
- (iv) the private hire operator must, unless such a vehicle has been specifically requested, inform a hirer that such a vehicle will be supplied.

This section does not preclude or supersede any requirements provided for in any relevant legislation relating to road traffic vehicles.

## **2.31 Insurance**

- 2.31.1 There shall be a policy of insurance, or such security as complies with the requirements of Part VI of the Road Traffic Act 1972, throughout the duration of the vehicle licence including appropriate cover for taxi or private hire (as applicable).
- 2.31.2 Certificates of Insurance or cover notes that do not provide appropriate cover for a minimum of the first calendar month of a licence period will not be accepted by the Council. Failure to comply with this requirement will preclude a licence from being issued.
- 2.31.3 Where a cover note is provided as part of a licence application, a full Certificate of Insurance must be provided prior to the expiry of the cover note.
- 2.31.4 The registered owner of the licensed vehicle shall ensure that it is always adequately insured to the satisfaction of the Council and all relevant legislation that it is available for the carrying of passengers. In the absence of appropriate insurance, the licensed vehicle cannot be used for the carrying of passengers.
- 2.31.5 As case law has established that a vehicle licensed as a taxi or private hire vehicle remains a licensed vehicle at all times until the licence expires or is surrendered, only appropriately licensed taxi or private hire drivers may drive the vehicle. The Council will not, therefore, accept any Certificate of Insurance that includes persons that do not hold a valid taxi or private hire driver licence (as appropriate) for the vehicle.

## **2.32 Change of ownership**

- 2.32.1 Any change to the person(s) or company named on a vehicle licence must be notified to the Council within fourteen (14) days of such change.
- 2.32.2 When the holder of a vehicle licence wishes to transfer the licence to another person, they must notify the Council, in writing, using the prescribed application form and paying the appropriate fee before such change takes place. Transfer of the licence will not be granted until such time as the prescribed procedure has been completed and a new vehicle licence has been issued.

## **2.33 Inspection**

- 2.33.1 All taxi and private hire vehicles must always be available for inspection, at any location within the district, when requested by an authorised officer of the Council or a police officer.
- 2.33.2 All vehicle documentation must be produced within twenty-four (24) hours, or such other time as specified, when requested by an authorised officer of the Council or a police officer.

## 2.34 Unauthorised use

- 2.34.1 The proprietor of a taxi or private hire vehicle shall not allow the vehicle to be driven and/or used for hire by any person who does not hold an appropriate current taxi or private hire driver licence issued by the Council.
- 2.34.2 For the avoidance of doubt, case law has established that once licensed as a taxi or private hire vehicle, the vehicle always remains a licensed vehicle until the licence expires, is surrendered, is suspended or is revoked. **Even if a licensed vehicle is being used for private purposes, it must still meet all the requirements of a licensed vehicle, for example displaying a licence plate, complying with all requirements of this policy and being driven by a licensed driver.**

## 2.35 Intended use (taxis only)

- 2.35.1 One of the Council's licensing policy objectives is public safety and licensing authorities' enforcement powers are generally restricted to their own districts/boroughs. It therefore follows that it would not ordinarily be in the public interest to grant a licence for a taxi that intended to operate predominately or wholly outside of North Hertfordshire. Whilst a North Hertfordshire licensed taxi would not be able to ply for hire or park on ranks in other districts/boroughs, it could operate by means of pre-bookings or by accepting work from a private hire operator.
- 2.35.2 In order to ensure that the Council retains local control over the taxis it licenses, applicants will be asked as part of the application process which town they intend to predominately operate from, without prejudice to their ability to operate anywhere within North Hertfordshire. It will be incumbent on the applicant to demonstrate to the Council's satisfaction that they intend to ply for hire to a material extent within North Hertfordshire.
- 2.35.3 Ordinarily, applicants who do not intend that the taxi will be used to a material extent to ply for hire within North Hertfordshire will not be granted a vehicle licence.
- 2.35.4 In circumstances where the applicant intends to ply for hire to a material extent within North Hertfordshire but intends to undertake significant work outside of the district, the application will be ordinarily refused.
- 2.35.5 This section of the policy is not intended to be a restraint of trade; indeed, applicants may make applications to any local authority in whose district/borough they intend to ply for hire, its intention is to retain local control and protect the public. That said, each application will be determined on its own merits however the Council would only expect licences to be granted for vehicles operating significantly or predominately outside of North Hertfordshire under exceptional circumstances.

## 2.36 Accident reporting

- 2.36.1 In accordance with Section 50(3) of the Local Government (Miscellaneous Provisions) Act 1976, any accident to a taxi or private hire vehicle causing damage materially affecting:
- i) the safety, performance or appearance of the vehicle, or
  - ii) the comfort or convenience of the passengers,
- must be reported to the Council as soon as reasonably practicable, and in any case within seventy-two (72) hours of the occurrence thereof.
- 2.36.2 To ensure public safety, the Council requires all accidents to be reported to them as soon as reasonably practicable, and in any case, within twenty-four (24) hours of the accident. An extension to this time may be granted if the driver is under arrest or hospitalised.

- 2.36.3 In the case of an accident occurring on a Council non- working day an email is to be sent to [licensing@north-herts.gov.uk](mailto:licensing@north-herts.gov.uk) which will be considered as reporting the accident within the required time.
- 2.36.4 Following an accident or damage to a licensed vehicle, if it is the intention of the owner or operator to continue licensed use, the vehicle must be inspected immediately by a Council licensing officer to determine its fitness for continued use. If the Council's licensing officer determines that the vehicle is fit for continued use, a timescale for any cosmetic repairs will be determined by the inspecting officer.
- 2.36.5 The Council may suspend the use of a licensed vehicle until it is suitably repaired and conforms to the Council's testing requirements.

### Temporary vehicles

- 2.36.6 A licensed vehicle which has suffered major accident damage or requires substantial mechanical repair may be temporarily replaced by a hire vehicle, provided:
- (i) the damage to, or defect in, the vehicle has been reported to the Council within the required time frame.
  - (ii) an application is made in the prescribed manner for a temporary vehicle licence,
  - (iii) the replacement vehicle meets the requirements of this policy and is suitable to be used for hire purposes,
  - (iv) the vehicle licence plate is returned to the Council Offices
- 2.36.7 A temporary replacement vehicle will not be permitted for a licensed vehicle off the road for non-mechanical reasons i.e. cosmetic damage.
- 2.36.8 A temporary replacement vehicle will be licensed for a maximum period of one (1) month or the time needed for the repair of the vehicle, whichever is shorter.
- 2.36.9 In exceptional circumstances, a further maximum one (1) month temporary replacement vehicle will be licensed when repairs have not been completed in accordance with section 2.36.8. Upon the expiry of any additional temporary replacement vehicle under this section, no further extension will be permitted.
- 2.36.10 Once the original vehicle has been repaired it must be inspected by a Council licensing officer prior to it being used as a licensed vehicle to ensure it meets the Council's testing requirements. The original licence plate will only be returned once a Council licensing officer has approved the use of the vehicle, and the temporary replacement vehicle licence plate has been returned to the Council.

## **2.37 Security/CCTV**

2.37.1 The taxi and private hire trade provide a valuable public service, especially late at night when other forms of public transport are no longer available. Security for drivers and passengers is of paramount importance and CCTV cameras can be a valuable deterrent. That said, mandatory CCTV is not a requirement as the Council considers this a matter best left to the judgement of the owners and drivers themselves. If CCTV is installed in a vehicle, it will be incumbent upon the operator to handle relevant data gathered in an appropriate and secure manner.

2.37.2 If CCTV is to be fitted in a vehicle where passengers can be recorded, appropriate signage must be displayed so that passengers are aware.

2.37.3 The Council should be informed of any vehicle where CCTV is installed.

## 2.38 Protective screens

2.38.1 For reasons of driver personal safety, or during national emergency circumstances such as a public health pandemic, the use of protective screens between the driver and passengers may be permissible subject to Council approval.

2.38.2 The principles of the specification for a protective screen are:

- **Screen fixings**

It is important that the screens are professionally installed by specialist fitters to ensure passenger safety. The best type of fitting is mounting the screen onto a frame attached to the vehicle 'B post'. Each screen needs to be assessed against suitability for the specific vehicle type so as not to prevent the successful operation of any side air bags.

A certificate of fitting would be required from the fitting company.

- **Air-conditioning**

The fitting of a protective screen is no reason for the air conditioning system not to be used. This doesn't preclude the ability for passengers to be able to open the vehicle windows to ensure adequate ventilation and fresh air circulation.

- **Insurer approval**

Proof would be needed from the car insurance provider that the screen is acceptable under the current certificate of insurance.

- **Number of passengers**

The number of passengers that the vehicle is licensed for is a maximum number based on the seating availability. If a screen is fitted and no passengers are allowed to travel in the front seat, the maximum number of passengers would automatically be reduced by the unavailable seating without the need to issue a new plate. For example, a normal saloon vehicle licensed for 4 passengers would automatically be reduced to 3 passengers if the front seat was not available, 4 passengers would not be permitted to travel in the rear.

- **Payment facility**

The screen should allow provision for payments to be made either by card or cash.

- **Regular cleaning**

Drivers should clean the protective screen regularly to maintain the high standards of vehicle cleanliness required by this policy.

### **Additional requirements for national pandemics such as coronavirus**

If the virus is not an airborne virus and is transmitted via droplets projected by a cough or sneeze onto a hard surface or a person then:

- (i) the screen does not need to be airtight; and
- (ii) there appears to be no reason why the air conditioning system shouldn't be used. During a pandemic it is more important than normal that passengers should be able to open the vehicle windows to ensure adequate ventilation



and fresh air circulation.

Ideally cash transactions should be avoided during a pandemic and contactless card payments are the preferred payment method.

In order to ensure effectiveness of a protective screen, drivers should clean the passenger compartment, screen and door handles after every journey.

- 2.38.3 Each application will be considered on its own merits against the criteria in section 2.38.2 above.
- 2.38.4 Until written approval has been received from the Council, a protective screen must not be used in a licensed vehicle.
- 2.38.5 Once written approval has been given, no modification can be made to the protective screen without further written approval by the Council.

## **2.39 Stretched limousines**

- 2.39.1 Stretched limousines are elongated saloon cars that have been increasingly used for mainstream private hire work. The number of stretched limousines being imported, particularly from the United States, has been increasing. Their use generally includes all private hire work plus special occasions such as days at the races, stag/hen parties and children's birthday parties.
- 2.39.2 For the purposes of this policy, a stretch limousine is defined as follows:

*“A stretch limousine is a motor vehicle that has been lengthened by the insertion of an additional body section and modified by a coachbuilder to contain luxury facilities and fixtures that;*

  - (i) is capable of carrying up to but not exceeding 8 passengers;*
  - (ii) save for this policy could not currently be licensed by the Council as a private hire vehicle; and*
  - (iii) is not a decommissioned military or emergency service vehicle.”*
- 2.39.3 Any stretched limousines capable of carrying eight (8) passengers or less which are offered for private hire do require a licence from the Council. In accordance with the Best Practice Guidance, all applications to licence stretched limousines as private hire vehicles will be treated on their own merits. Any stretched limousine capable of carrying more than eight (8) passengers requires licensing by the Traffic Commissioners as a public service vehicle.
- 2.39.4 Any stretched limousine approved for licensing as a private hire vehicle will be subject to specification set out in **Appendix E**, which will be attached as conditions to all limousines licensed as a private hire vehicle.
- 2.39.5 It would be an offence under the Licensing Act 2003 to provide facilities for the sale of alcohol within a limousine. If a limousine is to be provided whereby part of the booking includes “free alcohol”, the premises which accepts the booking and supplies the alcohol within the vehicle would need an appropriate licence under the Licensing Act 2003, otherwise a criminal offence would be committed.



## **2.40 Funeral and wedding vehicles**

- 2.40.1 There is no requirement for a vehicle to be licensed where it is being used in connection with a funeral or is being wholly or mainly used by a person carrying on the business of a Funeral Director for the purpose of funerals.
- 2.40.2 A vehicle does not need to be licensed whilst it is being used in connection with a wedding. For clarity, the exemption applies only to services directly relating to the wedding service itself, for example transporting the bride and/or groom to the wedding service, from the service to the reception and from the service/reception to home. **Transporting the married couple to other locations such as the airport would be licensable activity.**

## **2.41 Courtesy cars**

- 2.41.1 The Council takes the view that vehicles, which are used as “courtesy cars”, i.e. for transporting customers to and from garages, airports, hotels and night-clubs, without charge but with an obvious business benefit, are likely to need to be licensed under the private hire licensing scheme. Whilst there may not be a separate charge for using the vehicles, they are being supplied with a driver for a specific purpose which is likely to result in a ‘business benefit’, for example a customer using that business as opposed to one that doesn’t offer the same transport service.

## **2.42 Ambulances and other patient transport**

- 2.42.1 All ambulances meeting the following requirements will be exempt from private hire vehicle licensing:

*“vehicles constructed to original manufacturer’s specification and equipped and used for the carriage of sick, injured or disabled people with a permanent rear compartment and means of conveying passengers in a recumbent position together with an attendant seat for use by accompanying medical professionals, readily identifiable as a vehicle used for the carriage of such people by being marked “Ambulance” on both sides.”*

- 2.42.2 Other patient transport services provided by either Primary Care Trusts or voluntary organisations are likely to require licensing as private hire vehicles.

## **2.43 Voluntary sector transport**

- 2.43.1 The Council will assess each individual organisation on its own merits to determine whether it will require licensing as a private hire business. Whilst it is clear that the organisation is providing a service, it is less clear that such provision can be defined as operating a private hire business.
- 2.43.2 The Council is of the view that licensing requirements apply where it can be proven that the business obtains a benefit or are using drivers whose services go beyond that of mere social kindness. In all such circumstances, the business and/or driver will be contacted by the Council to consider the specific circumstances of the service provided.

## **2.44 Miscellaneous**

- 2.44.1 The proprietor of a taxi or private hire vehicle shall not knowingly cause or permit the vehicle to be used for any illegal or immoral purpose.
- 2.44.2 Nothing in this policy shall be interpreted as overriding the provisions of:
- (i) the Town Police Clauses Act 1847, as amended,

- (ii) the Local Government (Miscellaneous Provisions) Act 1976, as amended,
- (iii) or any other relevant legislation.

## **2.45 Fit and proper test**

- 2.45.1 The Council will consider whether an applicant of a taxi or private hire vehicle licence is a fit and proper person to hold a licence (see **Appendix A**).

# **PART 3 - DRIVERS**

## **3.1 Licences**

- 3.1.1 The statutory and practical criteria and qualifications for a private hire driver are broadly identical to those for a taxi driver. The sections below, therefore, apply equally to private hire and taxi drivers unless otherwise stated.
- 3.1.2 The Council requires that separate driver licences be ordinarily held in respect of taxi and private hire vehicles. The Council will offer drivers of either discipline the other type of driver licence (known as a 'dual licence') for an administrative cost only, providing all licensing requirements are satisfied.

## **3.2 Age and experience**

- 3.2.1 A licence will not be granted to anyone who has not held a full driving licence, issued in accordance with the Road Traffic Act 1972 (as amended), for a period of at least twelve (12) months immediately prior to the application.
- 3.2.2 An applicant who meets the licensing requirements by virtue of an acceptable non-UK driving licence must obtain a full UK driving licence within twelve (12) months of the issue of the taxi or private hire driver licence. Where this requirement is not satisfied, the taxi or private hire driver licence will be automatically suspended pending compliance. This policy requirement is to ensure appropriate regulation of any penalty points issued by the courts in relation to road traffic offences. The Council consider this to be an integral part of the 'fit and proper person' test.

## **3.3 Driver knowledge tests**

- 3.3.1 Taxi drivers clearly need a good working knowledge of the district for which they are licensed, because taxis can be hired immediately, directly with the driver at ranks or on the street. To determine fitness to hold a licence, applicants for a taxi driver's licence are required to undertake a computerised knowledge test based on local geography, in addition to any other requirements the Council may prescribe from time to time. In addition, applicants are required to take a short verbal test of their knowledge in relation to customer care, the Council's Licensing Policy and basic numeracy.
- 3.3.2 The Council recognises that private hire drivers also require a working knowledge of the district as a whole; however as private hire vehicles must be pre-booked, the Council acknowledges that the same instant knowledge is not required as there would be an opportunity to research the required route. Accordingly, there is no requirement for an applicant for a private hire driver licence to undertake a computerised knowledge test. The applicant will, however, be required to undertake a short verbal test in relation to customer care, the Council's Licensing Policy and basic numeracy.
- 3.3.3 A knowledge test pass is only valid for a period of six (6) months. If a driver licence has not been granted within a period of six (6) months following the successful knowledge test, a further knowledge test pass will be required prior to a licence being granted.

3.3.4 Further details of the respective tests are set out in Part 5 of this policy.

### 3.4 Driving proficiency and qualifications

3.4.1 The Council believes that as a profession, taxi and private hire drivers have a special responsibility for the safe transportation of fare paying passengers. Whilst the Council has no current plans to make it a mandatory requirement for a driver to obtain a professional qualification, for example a BTEC Level 2 Award in Transporting Passengers by Taxi and Private Hire, the Council would encourage drivers to do so.

3.4.3 If the licensing and community safety manager, when considering enforcement action related to driving standards, decides that a licence holder's driving standard calls into question their ability to remain a licensed driver, they may require the driver to pass a suitable driving assessment.

### 3.5 Medical examination

3.5.1 In order to promote the Council's public safety licensing objective, it will be a requirement to produce a medical assessment from a registered medical practitioner confirming the applicant/licence holder's fitness to drive if:

- (i) The applicant is a new driver; or
- (ii) The licence holder is over seventy years of age; or
- (iii) The applicant/licence holder has a health condition that may impact upon their ability to drive a taxi or private hire vehicle

Applicants may still apply for a three-year licence, however, must produce further medical certification annually or at a shorter period where recommended by the medical practitioner.

3.5.2 The medical assessment required by this section must:

- (i) be completed on the Council's prescribed medical form (available on the Council website),
- (ii) be completed by the applicant's GP, a member of the applicant's GP's surgery, or a **General Medical Council registered medical practitioner** having access to the applicant's full medical history,
- (iii) less than six (6) months' old at the licence start date,
- (iv) contain an assessment of fitness to drive based on the DVLA Group 2 Medical Standards for Vocational Drivers.

3.5.3 If required to obtain a medical certificate, the applicant will be responsible for paying the fee for the examination to the relevant surgery. On completion of the examination, the confidential assessment must be submitted to the Council accompanied by any relevant supporting documentation.

3.5.4 Holders of current PSV and/or HGV Licences, where the holder is able to produce proof of a current medical assessment, will not be required to undergo a further medical examination provided the requirements of subsection 3.5.2 are met.

3.5.5 Licence holders must advise the Council of any deterioration in their health that may affect their driving capabilities. For the avoidance of doubt, the following medical conditions must be notified to the Council as soon as reasonably practicable however this list is not exhaustive:

- (i) any heart-related condition

- (ii) any eyesight related condition
- (iii) diabetes (Type 1 or Type 2)
- (iv) epilepsy
- (v) sudden attacks of giddiness or fainting
- (vi) conditions causing excessive daytime sleepiness such as sleep apnoea
- (vii) alcohol or drug dependency
- (viii) mental or psychological disorders
- (ix) any national or worldwide virus that impacts on public safety e.g. coronavirus
- (x) any other condition that may affect the ability to drive

Where there is any doubt as to the medical fitness of the applicant, the Council may require the applicant to undergo further medical assessment by a Doctor appointed by the Council, at the applicant's own expense.

### **3.6 Medical exemption certificates**

#### Carriage of wheelchairs: medical exemption certificates

- 3.6.1 Given that the main reasons for a taxi or private hire vehicle driver to request a medical exemption are likely to be back or muscle-related injuries, which are not likely to be conducive to driving for long periods, the Council expect the number of drivers likely to be eligible for an exemption to be low.

Drivers will need to provide medical evidence to support their application. Most drivers with a medical condition severe enough to warrant an exemption are likely to be under a specialist / consultant medical practitioner and the Council will require evidence of the condition to be provided from them.

#### Carriage of assistance dogs: medical exemption certificates

- 3.6.2 The main reasons a taxi or private hire vehicle driver may wish to apply for a medical exemption are:

- i) if they have a condition such as severe asthma, that is aggravated by contact with dogs
- ii) if they are allergic to dogs
- iii) if they have an acute phobia to dogs

The Council therefore expect the number of drivers likely to be eligible for an exemption to be very low.

Drivers will need to provide medical evidence to support their application. If a driver has severe asthma or a known allergy to dogs, they are likely to have a medical history, and an appropriate medical specialist should hold relevant information about their condition. If a driver has a chronic phobia to dogs, the Council expects this to be supported by a report from a psychiatrist or clinical psychologist before a driver is granted an exemption. Most drivers with a medical condition severe enough to warrant an exemption are likely to be under a specialist / consultant medical practitioner and the Council will require evidence of the condition to be provided from them.

#### Suitable medical professionals: medical exemption certificates

- 3.6.3 Examples of suitable medical professionals include, but are not limited to:

- i) medical specialist / consultant
- ii) specialist nurse (for example, an asthma nurse)
- iii) the Council's nominated independent doctor

In exceptional circumstances, where no other alternatives are available, the Council may consider evidence from the applicant's General Practitioner. The applicant will be responsible for all costs associated in the provision of the necessary medical evidence.

### **3.7 Disclosure & Barring Service (DBS) disclosures**

- 3.7.1 A DBS check on a driver is seen as an essential safety measure in assessing whether an applicant is suitable to hold a licence, therefore an Enhanced Disclosure provided by the Disclosure & Barring Service is required by all applicants, whether new or renewal applications.
- 3.7.2 The Rehabilitation of Offenders Act 1974 does not apply to applicants for both taxi and private hire driving licences; therefore, applicants are required to disclose all convictions, including those that would normally be regarded as spent.
- 3.7.3 Before an application for a driver licence will be considered, the applicant must provide a current (less than three months old) Enhanced DBS Disclosure; the only exception would be where an applicant has registered with the DBS for the online checking service and the Council has seen the latest DBS to which the online check refers.
- 3.7.4 The Council uses Experian Ltd an accredited Disclosure & Barring Service body who process the Disclosure & Barring Service checks on behalf of the Council. The applicant will be responsible for the payment of the appropriate fee.
- 3.7.5 It is a requirement that all drivers register their DBS with the DBS' online checking service and maintain registration throughout the period of their licence by paying the annual registration fee. This allows the Council to undertake periodic checks throughout the licence period, and on renewal, to ensure that the applicant/licence holder continues to meet the 'fit and proper' person test.
- 3.7.6 When performing an online check, if the Council establish that there has been a change to the DBS that has not been notified to the Council, the driver will be automatically suspended until such time as a new DBS has been obtained and registered with the online checking service.
- 3.7.7 When performing an online check, if the Council establish that the online registration has not been maintained, the driver will be automatically suspended until such time as a new DBS has been obtained and registered with the online checking service.
- 3.7.8 In the case of applicants with less than five (5) years residence in the UK, a Certificate of Good Conduct will be required from the relevant Embassy in addition to an Enhanced DBS Disclosure covering their time in the UK. All Certificates of Good Conduct must be translated into English by an accredited translator and accompanied by a declaration to that effect.
- 3.7.9 The Council is bound by rules of confidentiality and will not divulge information obtained to any third party. The applicant for a DBS certificate will be sent a certificate to their home address and will need to provide the certificate to the Council who do not receive a copy. Once the Council have obtained the necessary information from a DBS certificate, no information from the DBS will be retained by the Council however periodic online checks may be made during the licence period.

#### Protected convictions and cautions

- 3.7.10 Government has prevented certain old or minor offences from being disclosed on a DBS disclosure, these are known as protected offences.

3.7.11 If the Council becomes aware of a protected conviction or caution, it will not consider it as part of its determination.

### 3.8 Relevance of convictions and cautions

3.8.1 In relation to the consideration of convictions and cautions recorded against applicants, the Council will adopt the guidelines set out in **Appendix B** of this policy.

3.8.2 **Appendix B** does not stand alone and is part of the overall consideration of 'fit and proper' defined in **Appendix A**.

### 3.9 Arrest and convictions during period of licence

3.9.1 Where offences resulting in **arrest or** conviction are committed by licensed drivers in the course of their business or otherwise, it is important, in the interests of consistency and transparency that a procedure should be in place to consider what effect this should have on their taxi or private hire driver's licence.

3.9.2 **Driver's licence holders, who are convicted or cautioned for any criminal or motoring offence during the period covered by their existing licence, must disclose the conviction or caution and the penalty involved to the Council within seven (7) days of the conviction.** In the case of a deferred sentence, the penalty must be disclosed to the Council within seven (7) days of sentencing. For these purposes, any offence resulting in the acceptance of a fixed penalty notice will be considered to be a conviction. Any breach of this subsection will become the subject of disciplinary action by the licensing and community safety manager in accordance with **Appendix G**.

3.9.3 Licence holders are required to notify the Council within forty-eight (48) hours of an arrest, whether released or charged, for any of the following offences:

- any sexual offence
- any violent offence
- any motoring offence
- any offence involving fraud or dishonesty

3.9.4 The Council will conduct periodic checks of individual DBS records at any time during the licence period using the online checking service. Should any new information be discovered that has not been notified to the Council, the individual driver may face disciplinary action by the licensing and community safety manager in accordance with **Appendix G**.

### 3.10 Safeguarding training

3.10.1 The Council acknowledges the importance of safeguarding training for all licensed drivers regarding vulnerable adults and children as they can witness potential victims of abuse or exploitation.

3.10.2 It is a mandatory requirement for every licenced taxi/private hire/dual driver to undertake the safeguarding awareness training delivered by Council licensing officers.

3.10.3 All drivers are required to undertake the mandatory training as part of every licence grant or renewal.

3.10.5 Failure to undertake safeguarding training will preclude a licence being granted or renewed until such time as the training requirement has been fulfilled.

- 3.10.6 All drivers, new or existing, are permitted to undertake the mandatory safeguarding training up to three (3) months prior to the grant or renewal of a licence.

#### White Ribbon

- 3.10.7 The Council has received White Ribbon accreditation and is committed to doing everything possible to prevent men's violence against women and girls. Drivers and operators are likely to be able to identify problems at an early stage and the Council expects them to contact the appropriate authorities if they have any concerns.

#### Vulnerable persons

- 3.10.8 The Council expects drivers and operators to be aware that many vulnerable persons rely on taxis and private hire to attend vital appointments such as medical, social, and shopping.
- 3.10.9 Drivers are expected to be aware of any warning signs identified during safeguarding training and alert the appropriate authorities if there are any concerns.

#### Children

- 3.10.10 The Council expects drivers to be aware of safeguarding risks involving children and be alert for any warning signs identified during safeguarding training, alerting the appropriate authorities if there are any concerns.
- 3.10.11 Drivers should be particularly alert to potential county lines activity which could involve children travelling alone to regular locations, meeting the same people, or carrying large amounts of cash.

#### Women and girls' safety charter

- 3.10.12 The Council has introduced a women and girls' safety charter in licensed premises to promote increased knowledge amongst staff, training them to recognise signs that require intervention to protect women and girls.
- 3.10.13 The Council expects drivers to work with licensed premises to provide a quick and safe means of removing women and girls from, or outside, a premises when there is a perceived risk to them.

### **3.11 Right to work**

- 3.11.1 All applicants will be required, prior to the grant of a licence, to demonstrate their right to work in the UK. Once this requirement has been satisfied, further proof will not be required unless the right to work is time-restricted, in which case further proof will be required to demonstrate continuity of right to work. Further information is available in **Appendix F**.

### **3.12 Conditions of licence**

- 3.12.1 The Council is not permitted to attach conditions to a taxi driver's licence however it is empowered to attach such conditions to a private hire driver's licence as are considered necessary.
- 3.12.2 For consistency, conditions will not be attached to driver licences however the Council consider continued compliance with this policy as an essential requirement of the 'fit and proper' person test defined in **Appendix A**. Failure to comply with all policy requirements is likely to result in enforcement action in accordance with Part 6 of this policy.



### **3.13 Driver code of conduct**

- 3.13.1 Adopting a Driver Code of Conduct for taxi and private hire licence holders serves to promote the Council's licensing objectives in respect of the taxi and private hire trades; the standards expected of licence holders are detailed in **Appendix C**. This Code of Conduct is an integral part of the 'fit and proper' assessment.

### **3.14 DVLA licence checking**

- 3.14.1 In order to ensure that the Council have a driver's complete driving history, thus enabling a fully informed decision to be made in respect of an application, the Council may check the DVLA database for all new and renewal driver applications. The application form includes a section where the applicant signs to give their consent for this check, the cost of which is borne by the applicant.
- 3.14.2 Any anomalies between the DVLA record and the applicant's driving licence will be brought to the attention of the DVLA and the Police.

### **3.15 Taxis accepting work from private hire operators**

- 3.14.1 A private hire operator can pass work to a taxi irrespective of where the taxi is licensed. On that basis, taxis can accept work from national private hire operators such as Uber, Ola, etc.

### **3.16 National register of refusals, revocations and suspensions**

- 3.16.1 Any applicant who is refused a licence, or any licence holder that is suspended or has their licence revoked will be added to the above national register.
- 3.16.2 The Council believes this is an important tool to ensure that persons deemed unsuitable by a licensing authority cannot apply to another licensing authority without their history being known.
- 3.16.3 The national register is checked at every grant and renewal application.
- 3.16.4 The Council will report any concerns about a driver not licensed within North Hertfordshire to the licensing authority that issued the licence.
- 3.16.5 The Council will act appropriately upon concerns raised about a licensed driver raised by another licensing authority.

<h2><b>PART 4</b></h2> <h1><b>PRIVATE HIRE OPERATORS</b></h1>
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### **4.1 Requirements and obligations**

- 4.1.1 Any person who operates a private hire service utilising one or more private hire vehicles must apply to the Council for a Private Hire Operator Licence. A private hire vehicle may only be despatched to a customer by a private hire operator who holds a private hire operator licence. Such a licence permits the operator to make provision for the invitation or acceptance of bookings for a private hire vehicle.
- 4.1.2 A private hire operator must ensure that every private hire vehicle has a current private hire vehicle licence and is driven by a person who holds a current private hire driver



licence. All three licences, private hire operator, private hire vehicle and private hire driver, must be issued by the same licensing authority.

- 4.1.3 It is for the Council to decide whether the applicant is a 'fit and proper person' to hold a private hire operator licence.

## **4.2 Disclosure & Barring Service (DBS) disclosures**

- 4.2.1 Private hire operators cannot be required to produce an Enhanced DBS disclosure therefore a Basic Disclosure from the Disclosure & Barring Service, or a certificate of good conduct from the relevant embassy for overseas applicants, is considered appropriate in promoting the policy objectives. A reference covering the applicant's financial record and/or business history may also be considered appropriate in addition to these requirements in some instances.
- 4.2.2 Before an application for a private hire operator licence will be considered, the applicant must provide a current (less than 3 months old) Basic DBS Disclosure of Criminal Convictions, or a Certificate of Good Conduct from the relevant embassy in the case of an overseas applicant. Applicants that hold a current taxi or private hire driver licence with the Council will be exempt from this requirement.

### Private hire management and staff

- 4.2.3 The Council is aware that all persons involved in the management and staffing of private hire operator businesses have access to sensitive information that may impact on public safety. Unless the business can demonstrate to the Council that they have already undertaken appropriate DBS checks on their management and staff, the following sections will apply upon grant and renewal of private hire operator licences.
- 4.2.4 All private hire operators will be subject to a basic DBS disclosure unless they are already registered with the DBS online checking service as a driver. In the case of a company being the licence holder, all directors of the company will be required to provide a basic DBS disclosure.
- 4.2.5 Any person involved in the operation of a private hire business with access to sensitive information, for example office managers and call handlers, will be required to provide the private hire operator with a basic DBS disclosure. The cost of the DBS will be the responsibility of the private hire operator.
- 4.2.6 The private hire operator must keep a register of staff and their DBS details which must be made available to the Council upon request and as part of the application (grant and renewal) process.

## **4.3 Conditions**

- 4.3.1 The Council has power to impose such conditions on a private hire operator licence as it considers reasonable, necessary and proportionate. The following condition will be attached to all private hire operator licences issued by the Council:

***“This licence is granted subject to compliance with the requirements of Part 4 of the Council’s Taxi and Private Hire Licensing Policy throughout the duration of the licence period.”***

## **4.4 Public liability insurance**

- 4.4.1 It is considered appropriate for a licensing authority to check that appropriate public liability insurance has been taken out for premises that are open to the public. Before an

application for a private hire operator licence is granted, the applicant must either produce evidence that they have taken out appropriate public liability insurance for the premises to be licensed or sign a declaration that their premises is not open to the public.

## **4.5 Licence duration**

- 4.5.1 The Council will ordinarily issue a successful applicant for a private hire operator licence with a five-year licence from the date of grant, subject to the power to grant a licence for a shorter period should this be appropriate in the circumstances.
- 4.5.2 Where a licence is granted part way through a month, that month will be included within the five-year period as though it had been a full month.

## **4.6 Address from which an operator may operate**

- 4.6.1 Upon the grant of a private hire operator licence, the Council will specify on the licence the address from which the operator may accept bookings and despatch vehicles. This address will ordinarily be the address stated on the application form.
- 4.6.2 The operator must notify the Council in writing of any proposed change of address during the period of the licence in order that the Council can consider its suitability. The operator may not change operating address until such time as the change has been approved in writing by the Council. The operator must also provide proof of public liability insurance for the new premises or sign a declaration that their new premises is not open to the public prior to the change being approved.

## **4.7 Operating bases outside the district of North Hertfordshire**

- 4.7.1 The Council will not grant a private hire operator licence for an operating base that is outside the District of North Hertfordshire District Council. This is to ensure that proper regulation and enforcement measures may be taken by the Council and is in no way intended to be a restraint of trade as the operator may apply to the local authority responsible for the location of the proposed operating base.

## **4.8 Operating bases inside the district of North Hertfordshire**

- 4.8.1 A private hire operator licence issued by the Council will be required for any operator with an operating base that is inside the District of North Hertfordshire District Council. Accordingly, all vehicles and drivers operating from that base will require appropriate licences issued by the Council. This is to ensure that proper regulation and enforcement measures may be taken by the Council and that all vehicles operating with North Hertfordshire meet the Council's policy objectives.
- 4.8.2 **The Council expects that a private hire operator will have a physical base where a licensing officer can visit and inspect records or undertake investigations. Ordinarily, virtual bases will not be licensed.**

## **4.9 Right to work**

- 4.9.1 All applicants will be required, prior to the grant of a licence, to demonstrate their right to work in the UK. Once this requirement has been satisfied, further proof will not be required unless the right to work is time-restricted, in which case further proof will be required to demonstrate continuity of right to work. Further information is available in **Appendix F**.

## **4.10 Gaming machines**

- 4.10.1 Operators that provide a waiting facility for members of the public and/or drivers should be aware that they cannot make gaming machines available for use. This action would be a criminal offence under the Gambling Act 2005 and may give rise to doubts regarding the operator's suitability to hold a licence.

## **4.11 Sub-contracting of private hire bookings**

- 4.11.1 Legislation now allows for a licensed private hire operator to sub-contract a booking to another licensed private hire operator, whether in the same district or not. Both operators must be licensed within the area in which their operating base is located and should record details of the booking in the normal way.
- 4.11.2 All three licences (operator, driver and vehicle) must still be issued by the same local authority. For example, an operator licensed to operate in district A and district B cannot take a booking in district A and use a vehicle and driver licensed in district B. They can however sub-contract the booking to the operating base in district B using a vehicle and driver licensed in district B.
- 4.11.3 The initial booking must be taken within the area in which the operator is based, and the sub-contracted booking must be taken within the area in which the sub-contracted operator is based.

## **4.12 Standards of service**

- 4.12.1 The operator shall:
- (i) provide a prompt, efficient and reliable service to members of the public,
  - (ii) ensure that their office staff always act in a civil and courteous manner,
  - (iii) ensure that booked vehicles arrive punctually at the appointed place,
  - (iv) ensure that premises provided for the purpose of booking or waiting are kept clean and are adequately lit, heated and ventilated with adequate seating facilities,
  - (v) ensure compliance with legislation regarding the length of employee working hours.

## **4.13 Records**

- 4.13.1 Booking records shall be kept in a non-erasable form in a suitable log or book, the pages of which are numbered consecutively, or in an appropriate electronic format.
- 4.13.2 Prior to each journey, the operator shall record the following particulars of every booking of a private hire vehicle accepted:
- (i) date of the booking,
  - (ii) name and address of the hirer,
  - (iii) time of pick-up
  - (iv) address of the point of pick-up,
  - (v) destination,
  - (vi) licence number (or other identification) of the driver allocated to the booking,
  - (vii) plate number (or other identification) of the vehicle allocated to the booking,
  - (viii) fare agreed between the operator and hirer at the time of booking.
- 4.13.3 The operator shall keep the following records of the particulars of all private hire vehicles operated by them:
- (i) type, make, model, colour and engine size of vehicles,
  - (ii) year when the vehicle was first licensed for private hire,
  - (iii) vehicle registration numbers,

- (iv) number of seats for passengers,
- (v) owners of the vehicles,
- (vi) insurance details of vehicles,
- (vii) method of charging, i.e. whether a meter is fitted,
- (viii) private hire vehicle plate number.

4.13.4 The operator shall keep the following records of the particulars of all drivers of private hire vehicles operated by them:

- (i) driver's name, address and call sign,
- (ii) date employment commenced,
- (iii) date employment ceased,
- (iv) any change of address, including the date the address changed
- (v) any illness, disability or condition which may affect the driver's ability to safely carry out his duties,
- (vi) expiry date of driver licence

The operator shall inform the Council licensing team of any changes to the list of drivers working for them.

4.13.5 All records maintained by the operator shall be kept for at least twelve (12) months after entry and shall be produced for inspection, on request, by any Authorised Officer of the Council or any Police Officer.

## **4.14 Complaints**

4.14.1 The operator shall notify the Council in writing of any complaints concerning a contract for hire arising from their business that they feel prudent to do so, for example for their own protection against frivolous or vexatious complaints or allegations of misconduct against a driver. Such notification must include the action taken, or proposed, as a result of the complaint.

## **4.15 Disclosure of convictions**

4.15.1 The operator shall, within seven (7) days of conviction, notify the Council in writing of any conviction or fixed penalty imposed on them during the period of duration of his operator licence.

If the operator is a company or partnership, this requirement shall equally apply if any of the directors or partners receives a conviction or fixed penalty.

## **4.16 Private hire insurance**

4.16.1 The operator shall ensure that a certificate of motor insurance covers every private hire vehicle operated by them under the operator licence, which is compliant with the Road Traffic Act 1988 as regards the carriage of passengers for hire or reward.

## **4.17 Private hire driver licences**

4.17.1 The operator shall ensure that every driver engaged by them has obtained a private hire driver licence from the same licensing authority which issued the private hire operator licence. The operator shall use their best endeavours to ensure that all drivers have a badge issued by the Council and that the drivers always wear the badge whilst available for hire.

## **4.18 Planning consent**

4.18.1 To operate a private hire business from home, planning permission may be required. A private hire operator licence will not be granted without evidence that either planning permission has been issued for the premises concerned, or planning permission is not required for the limited use proposed.

## **4.19 Safeguarding training**

4.19.1 The Council acknowledges the importance of safeguarding training for all private hire operators regarding vulnerable adults and children as they are able to witness potential victims of abuse or exploitation.

4.19.2 It is a mandatory requirement for all private hire operators to undertake the safeguarding awareness training delivered by Council licensing officers.

4.19.3 If the private hire operator is an individual that has undertaken safeguarding training as a current licensed driver, there will be no requirement to undertake a further training as a private hire operator.

4.19.4 If the private hire operator is a company, any person involved in the day-to-day management of the business will be required to undertake safeguarding training as part of all grants and renewals.

4.19.5 All private hire operators are required to attend the mandatory training as part of every licence grant or renewal.

4.19.6 Failure to undertake safeguarding training will preclude a licence being granted or renewed until such time as the training requirement has been fulfilled.

4.19.7 All private hire operators, new or existing, are permitted to undertake the mandatory safeguarding training up to three (3) months prior to the grant or renewal of a licence.

4.19.8 Private hire operators will be expected to demonstrate to the Council, upon request, safeguarding training that they have arranged for all staff that may have contact, in person or orally, with the public.

# **PART 5 APPLICATION PROCEDURE**

## **5.1 General**

5.1.1 This Part of the policy is intended to give an indication of the application process relating to all application types. In line with its commitment to smarter ways of working, the Council reserve the right to make changes to the administrative process provided that the focus of the policy objectives is maintained.

5.1.2 Where the administrative process is amended, the licensing and community safety manager may amend this Part of the policy in accordance with the delegation set out in subsection 12.2.1

## **5.2 Vehicles**

5.2.1 An application for a vehicle licence will only be considered complete when all the following components have been received:

- (i) prescribed application form, fully completed
- (ii) appropriate fee
- (iii) V5 registration document
  - (a) which must show the vehicle as belonging to the applicant either wholly or jointly with any other person(s)
  - (b) once the V5 has been provided for the grant of a new vehicle licence, it need not be re-submitted with subsequent renewal applications unless the details of the vehicle or registered keeper change.
- (iv) current valid insurance certificate or cover note
  - (a) the certificate must include the appropriate usage as a taxi or private hire vehicle
  - (b) the certificate must cover **a minimum of ten (10) days** from the start date of the licence, **and a new certificate must be supplied as soon as possible to demonstrate continuity of cover**
  - (c) the certificate must not contain the name(s) of any driver not licensed with the Council
  - (d) if a cover note is provided, a full certificate of insurance must be provided before the expiry date of the cover note.
- (v) MOT certificate, **as applicable, see section 2.6** (not more than two calendar months old at the start date of the licence)
- (vi) Certificate of Compliance, **as applicable, see section 2.6** (not more than two calendar months old at the start date of the licence)

**5.2.2** **Provided all documentation and payment has been received five working days<sup>1</sup> prior to the compliance test, the new licence plate will be issued at the compliance test (if a pass is achieved) provided the old plate is exchanged for the new one.**

## **5.3 Drivers**

5.3.1 An application for a driver licence will only be considered complete when all the following components have been received:

- (i) prescribed application form, fully completed
- (ii) appropriate fee
- (iii) a current valid full driving licence
- (iv) enhanced Disclosure & Barring Service (DBS) disclosure, in accordance with section 3.7 above **(new applicants only)**
- (v) proof that the DBS has been signed-up to the online checking service**
- (vi) knowledge test passes (new applicants only)
- (vii) medical certificate (new applicants or renewals where the applicant is 70yrs of age or more)
- (viii) proof of right to work in the UK (new applicants and where applicable)
- (ix) a passport-sized, clear and easily identifiable photograph of the applicant
- (x) safeguarding training in accordance with section 3.10 above

5.3.2 All new applicants must obtain the appropriate knowledge test passes, safeguarding training, DBS disclosure, **and proof of right to work** prior to submitting an application and accompanying fee and documentation.

## **5.4 Operators**

5.4.1 An application for an operator licence will only be considered complete when all the following components have been received:

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<sup>1</sup> Working days exclude Saturdays, Sundays and Bank/Public Holidays

- (i) prescribed application form, fully completed
- (ii) appropriate fee
- (iii) inspection of the operating premises by a licensing officer
- (iv) basic Disclosure & Barring Service (DBS) disclosure(s) in accordance with section 4.2 above
- (v) safeguarding training in accordance with section 4.19 above

## 5.5 Submitting and collecting documentation

- 5.5.1 Application forms, appropriate fees and all supporting documentation should be submitted at least twenty-eight (28) days prior to the expiry of the previous licence. Incomplete applications may be returned to the applicant for resubmission when complete. A licence will not be renewed without all supporting documentation being received and satisfying the requirements of this policy. It is the licence holder's sole responsibility for ensuring they make their application in accordance with this policy.
- 5.5.2 When submitting renewal applications, applicants should be aware that it may take up to five (5) working days<sup>2</sup> to process and issue a licence once all relevant information and the fee have been received. If a licence has not been issued at the point when an existing licence expires, the licence holder must cease operating until the new licence has been received.
- 5.5.3 Documentation, except for DBS disclosures, **can either** be posted to the Council at the address shown on the Council's website (original posted documentation will be returned to the applicant), **or submitted via the online application system on the Council's website. Scanned copies of documentation can be used on the online application system, and it is the Council's preferred method of submission.**
- 5.5.4 Documentation may be left at the Customer Service Centre however it will be forwarded to the address on the Council's website and may delay the processing of the application. DBS disclosures should be delivered in person to the Council Offices.
- 5.5.5 **Once notified that they are available**, licence plates and licence badges can be collected from the Customer Service Centre upon production of the existing plate or badge. No plate or badge will be released until such time as the original plate or badge is returned. The new plate or badge can be displayed immediately.
- 5.5.6 Paper licences and documentation to be returned to the applicant will ordinarily be included with the plate or badge for collection from the Customer Service Centre.

## 5.6 New driver knowledge tests

### Taxi drivers

- 5.6.1 To maintain the high standards that the Council expects of its taxi drivers operating within the district, all new drivers are required to pass a knowledge test consisting of two parts, one computerised and one verbal; both parts must be passed to be considered for a taxi driver licence.

### Private hire drivers

- 5.6.2 To maintain the high standards that the Council expects of its private hire drivers operating within the district, all new drivers are required to pass a verbal knowledge test.

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<sup>2</sup> Working days exclude Saturdays, Sundays and Bank/Public Holidays



### Computerised test composition

5.6.3 Applicants will be tested on their knowledge of North Hertfordshire and significant locations in the surrounding areas where they are likely to be required to travel to.

Questions for the computerised test may include:

- i) the shortest route between locations based on the town where the applicant will predominately ply for hire
- ii) the shortest route between prominent locations based on the district as a whole and neighbouring Districts
- iii) the locations of prominent points of interest across the district such as hotels, surgeries, schools, etc
- iv) the highway code
- v) the Council's Taxi and Private Hire Licensing Policy and relevant legislation
- vi) customer care
- vii) basic numeracy, including the calculation of change for a given fare.

5.6.4 Sixty (60) minutes is allowed for the forty (40) question computerised test and a pass must be achieved in each section as follows:

(i) Shortest routes (town)	8 out of 10
(ii) Shortest routes (district)	3 out of 4
(iii) Points of interest	4 out of 5
(iv) Highway code	4 out of 5
(v) Policy/law	4 out of 5
(vi) Customer care	5 out of 6
(vii) Numeracy	4 out of 5

5.6.5 **Three (3) attempts are permitted at passing the computerised knowledge test within a six-month period starting on the day of the first attempt.** Each section of the computerised test need only be passed once, therefore, any re-test following a failed attempt will only consist of the sections previously failed.

5.6.6 After three failed attempts to pass the computerised test, passes obtained in the individual sections of those three tests will not be carried forward to any subsequent re-test.

### Verbal test composition

5.6.6 Fifteen (15) minutes is allowed for the fifteen (15) question verbal test and the pass mark is twelve (12) correct answers. In addition, all three (3) safeguarding questions contained within the test must be answered correctly.

5.6.7 In addition to scoring twelve (12) correct answers, a licensing officer must be satisfied that the applicant has sufficient communication skills for a licensed driver therefore the test may be recorded.

### Driver test failure

5.6.8 **Four (4) attempts** to pass a knowledge test are permitted in any one twelve (12) month period commencing from the date of the first test. Additionally, after a **fourth** failure no further tests will be permitted until a period of **twelve (12)** months from the date of the **first** test has elapsed. A fee will be charged for each test attempt.

### Booking tests

5.6.9 Both computerised and verbal knowledge test are available on **the first and second Wednesday each month**, save for exceptional circumstances.



- (i) all bookings must be accompanied by the appropriate test fee paid at the time of booking
- (ii) If no payment has been received within twenty-four hours of the booking, it will be automatically cancelled and released for booking by other applicants
- (iii) a cancellation fee will be charged for non-attendance without twenty-four (24) hours prior notice.

### Test administration

- 5.6.10 The applicant must switch off any mobile phone or communication device before entering the room. Any suggestion that the applicant is receiving assistance from any other person or device will result in an automatic failure.
- 5.6.11 Applicants will be expected to conduct themselves in a polite and professional manner during the appointment. If this is not the case, an automatic failure will be awarded.
- 5.6.12 Applicants are not permitted to take notes of questions during the test to take away from the room.
- 5.6.13 In the event of a test failure, the applicant will be advised which sections they failed but not specific question details.

### English tests

- 5.6.14 It is recommended in National Guidance that all new drivers undertake a test to ensure that they have sufficient verbal skills to adequately understand and converse with passengers. The Council will introduce an English test once a provider has been sourced.
- 5.6.15 Existing drivers will not have to undertake this test unless there are concerns over their spoken English.

## **5.7 Disclosure & Barring Service (DBS) disclosures**

- 5.7.1 No application for a taxi or private hire driver licence will be considered without an enhanced DBS disclosure satisfying the requirements of this policy.
- 5.7.2 Appointments are available on **the first and second** Wednesday **every month**, save for exceptional circumstances.
  - (i) all bookings must be accompanied by the appropriate test fee paid at the time of booking
  - (ii) If no payment has been received within twenty-four hours of the booking, it will be automatically cancelled and released for booking by other applicants
  - (iii) a cancellation fee will be charged for non-attendance without twenty-four (24) hours prior notice.

If all relevant paperwork is not brought to the appointment and the DBS **and/or right to work check** cannot be processed, a new appointment will need to be made, and a further administrative fee will be charged.

- 5.7.3 The Council requires applicants to register with the online DBS checking service. This will enable the Council to check an existing DBS annually during the term of the licence (and at any other time as appropriate) and upon each renewal, only requiring a new DBS disclosure if the existing DBS has changed.

- 5.7.4 The Council can only accept a DBS disclosure that has been obtained specifically for taxi and private hire work, with both adult and children barred list checks.

## 5.8 The consideration of applications

- 5.8.1 Upon receipt of a completed application form, including the fee and all supporting documentation, the Council will consider the application. Where the application is incomplete, it will not be considered until all the missing details or documents are supplied.
- 5.8.2 In order for an application to be considered as a renewal application, the fully completed application form and correct fee must be received prior to the expiry date of the previous licence. Accompanying documentation can then follow as it becomes available. Failure to comply with this requirement **within a period of three calendar months will result in the application being refused and the applicant having to re-apply as a new applicant and meet all the requirements of this policy in respect of new applications.**
- 5.8.3 Unsuccessful applicants will be informed of the Council's reasons for the refusal and their right of appeal against the Council's decision to the Courts.

## 5.9 Return of licence plates and licence badges

- 5.9.1 All licence plates and licence badges remain the property of the Council and must be returned:
- (i) at the point of collection of any renewed plate or badge,
  - (ii) upon written request within seven (7) days of such a request,
  - (iii) within seven (7) days of expiry (when not renewed) or surrender,
  - (iv) immediately upon suspension or revocation,
  - (v) when a vehicle is off the road as it does not meet the Council's testing requirements, or
  - (vi) when a temporary replacement vehicle plate is issued
- 5.9.2 A licence plate and a licence badge signify the existence of a current valid licence but are not licences therefore there is no reason why a renewed licence plate or licence badge cannot be displayed from the point of receipt.
- 5.9.3 Renewed licence plates and licence badges will only be issued upon the return of the existing plate or badge at the point of collection. In exceptional circumstances, where licence plates or licence badges are posted to the licence holder, the existing plate or badge must be returned within seven (7) days of receipt.

# PART 6 DISCIPLINARY AND ENFORCEMENT MEASURES

## 6.1 Enforcement

- 6.1.1 It is recognised that well-directed enforcement activity by the Council benefits not only the public but also the responsible members of the taxi and private hire vehicle trade. In pursuing its objective to encourage responsible taxi and private hire businesses, the Council will operate a proportionate disciplinary and enforcement regime. To balance the promotion of public safety with the need to prevent unnecessary interference in a licence holder's business, the Council will only intervene where it is necessary and proportionate to do so. Where defects are such that use of a vehicle needs to be immediately prohibited, livelihood interference is inevitable.

- 6.1.2 Primarily, all enforcement action will be based upon the seriousness of the breach and the possible consequences arising from it. Enforcement action will not normally, therefore, constitute a punitive response to minor technical contraventions of legislation. Repeated minor technical contraventions, however, will be subject to appropriate action.
- 6.1.3 Enforcement action must always be consistent, proportionate and reasonable whilst ensuring that the public receive adequate protection. Determination of enforcement action may consider, but will not be limited to, the following:
- (i) seriousness of any offence(s)
  - (ii) driver's or operator's history
  - (iii) consequence of non-compliance
  - (iv) likely effectiveness of the various enforcement options
  - (v) risk to the public
- 6.1.4 The Council will ensure that its enforcement is reasonable, transparent and proportionate and, notwithstanding this policy, the Council will also consider the Corporate Enforcement Policy.
- 6.1.5 The Council will consider reports of offences or breaches of this policy from any other licensing authority or enforcement body such as the police or civil enforcement officers. Evidence from these authorities or bodies will be given appropriate weight as though the evidence was provided by a Council licensing officer.

## **6.2 Penalty points scheme**

- 6.2.1 In order to ensure compliance with the Council's Taxi and Private Hire Licensing Policy and to monitor licence holders' ability to fulfil the 'fit and proper' test, a penalty points system will be utilised as described in **Appendix D**. This will serve both as an early warning system to licence holders who fail to meet the Council's required standards and as a consistent and transparent method of enforcement,
- 6.2.2 The adoption of the Penalty Points System will not, however, compromise the Council's ability to enforce breaches of statute or the Council's Licensing Policy in the Courts should an offence necessitate such action.

## **6.3 Referrals to the licensing and community safety manager**

- 6.3.1 Whilst the day-to-day enforcement of taxi and private hire licensing, including the issuing of penalty points, is a function carried out by licensing officers under the supervision of the **licensing team leader**, serious disciplinary matters will be referred to the licensing and community safety manager.

Serious disciplinary matters will include, but are not limited to:

- (i) an accumulation of twelve (12) or more penalty points as detailed in **Appendix D**
  - (ii) refusal to carry a passenger without good reason
  - (iii) unlawful plying for hire
  - (iv) more than one offence of touting for business
  - (v) insurance offences
  - (v) overcharging
  - (vi) any conviction relevant to **Appendix B** that could lead to suspension or revocation
- 6.3.2 The licensing and community safety manager will consider the impact of transgressions of the law, or an accumulation of penalty points, on the fitness of an individual to hold a taxi or private hire licence and take appropriate action.

## **6.4 Appearances before the licensing and community safety manager**

- 6.4.1 Where the licensing and community safety manager is considering disciplinary and/or enforcement action against an individual or company, the individual or company, the process detailed in **Appendix G** will apply.
- 6.4.2 The licensing and community safety manager may decide to take one or more of the following actions:
- (i) no action
  - (ii) informal action (verbal or written warnings or penalty points)
  - (iii) require the production of driving licences or other specified documentation at the Council Offices
  - (iv) use statutory notices (s68 stop notices, etc.)
  - (v) suspend a licence
  - (vi) revoke a licence
  - (vii) authorise a fixed penalty notice (where appropriate)
  - (viii) authorise a Caution
  - (ix) authorise prosecution action
  - (x) other appropriate action as deemed necessary, including any combination of the above.

### Alternative to enforcement action for first time smoking offences

- 6.4.3 To support the initiatives of NHS Hertfordshire, in addition to offering health benefits to offenders, first time smoking offenders may be offered a fixed period, at the Council's discretion, to attend an official 'stop smoking' course.

### Alternative to enforcement action when there are driving standards concerns

- 6.4.4 Where concerns are raised in respect of a driver's standard of driving, the driver may be required to pass an appropriate driving standard assessment at the discretion of the Council. Failure to achieve a pass within a specified period will result in the suspension of the driver until such time as a pass is achieved. Where necessary for public safety, a driver may be suspended immediately until such time as a pass is achieved.

## **6.5 Informal action**

- 6.5.1 Informal action to secure compliance includes offering advice, verbal or written warnings, and the issuing of penalty points.
- 6.5.2 Informal enforcement action may be appropriate in, but not limited to, the following scenarios:
- (i) the act or omission is not serious enough to warrant formal action
  - (ii) it can reasonably be expected that informal action will achieve future compliance
  - (iii) confidence in the driver or operator is ordinarily high
  - (iv) the consequences of non-compliance will not pose a significant risk to public safety

## **6.6 Suspension**

### Vehicles

- 6.6.1 Taxi and private hire vehicles must always be kept in an efficient, safe, tidy and clean condition. Compliance with the vehicle specification and conditions of this policy is essential and will be enforced by periodic, random vehicle inspections by the Council.

Where it is found that any vehicle is not being properly maintained, a defect(s) notice will be served on the licence holder setting out the defect(s) and the required action.

Where there is a risk to public safety the further use of the vehicle will be suspended until the defects have been remedied. The suspension will not then be lifted until the vehicle has undergone a further test at the Council's nominated testing facility, at the licence holder's expense, and meets the testing requirements of this policy.

### Drivers

- 6.6.2 The Council may exercise its discretion to suspend the operation of a driver's licence for a specified period at the discretion of the licensing and community safety manager. Where a licence holder has been referred to the licensing and community safety manager because they have been convicted of a serious criminal offence or have accumulated twelve (12) or more penalty points under the Council's penalty points system, the licensing and community safety manager may order the suspension of the licence for a specified period at the discretion of the licensing and community safety manager.

Ordinarily, such action will only be taken where informal action is deemed inappropriate and formal legal action is not proportionate.

Ordinarily, any suspension is held pending the period for appeal expiring or, in the case of an appeal, the appeal being determined. Where necessary for public safety, the licensing and community safety manager may determine that a suspension takes immediate effect and is not held pending an appeal.

## **6.7 Section 68 (stop) notices**

- 6.7.1 An Authorised Officer of the Council or a Police Officer may serve notice in writing for a taxi or private hire vehicle, or the taximeter affixed to such a vehicle, to be examined at the Council's nominated testing facility at a time specified in the notice. This notice may only be served if there are concerns as to the condition of the vehicle or the accuracy of the taximeter.
- 6.7.2 In addition to subsection 6.6.1, the vehicle licence may be suspended until such time as the Council's testing requirements have been complied with if it is deemed necessary for public safety. The suspension notice will remain in force until the issuing officer has issued written confirmation that the Council's testing requirements have been met.
- 6.7.3 If the issuing officer is not satisfied that appropriate action has been taken to allow the suspension notice to be withdrawn within a period of two (2) months from date of issue, the vehicle licence will be deemed automatically revoked.

## **6.8 Revocation**

- 6.8.1 Where a licence holder has been referred to the licensing and community safety manager because they have:
- (i) committed a criminal offence
  - (ii) have accumulated twelve (12) or more penalty points issued under **Appendix D**
  - (iii) no longer meet the 'fit and proper' test set out in **Appendix A**
  - (iii) for any other reason whereby the policy objectives would not be met

the licensing and community safety manager may revoke the licence.

Ordinarily, any revocation is held pending the period for appeal expiring or, in the case of an appeal, the appeal being determined. Where necessary for public safety, the licensing

and community safety manager may determine that a revocation takes immediate effect and is not held pending an appeal.

## **6.9 Refusal to renew**

- 6.9.1 As an alternative to revocation, the licensing and community safety manager may decide that the appropriate action, in a situation where the licence is shortly to expire, is to order that the licence shall not be renewed. The licensing and community safety manager may suspend the existing licence for the remainder of its licence period depending on the individual merits of the case.
- 6.9.2 Ordinarily, any refusal to renew a licence is held pending the period for appeal expiring or, in the case of an appeal, the appeal being determined. Where necessary for public safety, the licensing and community safety manager may determine that the refusal to renew a driver licence takes immediate effect and is not held pending an appeal.

## **6.9 Simple Cautions**

- 6.9.1 The purpose of a Simple Caution as an alternative to prosecution is to:
- (i) deal quickly and efficiently with less serious offences
  - (ii) divert less serious offences away from the Courts
  - (iii) reduce the likelihood of repeat offences.
- 6.9.2 In the interests of natural justice, the following criteria must be met before a Simple Caution is administered:
- (i) there must be sufficient evidence of guilt to give a realistic prospect of a conviction
  - (ii) the offender must admit the offence
  - (iii) the offender must understand the significance of the caution and give informed consent to be cautioned
- 6.9.3 Where a person declines the offer of a Simple Caution, it will be necessary to consider taking alternative enforcement action; whilst this would ordinarily mean prosecution, this is not inevitable.

## **6.10 Fixed penalty notices**

- 6.10.1 Where the option is available to administer a Fixed Penalty Notice (FPN), the Licensing and community safety manager may determine that an FPN is an appropriate alternative to prosecution for the same reasons as detailed in subsection 6.9.1
- 6.10.2 In the interests of natural justice, the following criteria must be met before a FPN is administered:
- (i) there must be sufficient evidence of guilt to give a realistic prospect of a conviction
  - (ii) the offender must admit the offence
  - (iii) the offender must understand the significance of the FPN and give informed consent that they accept the FPN
- 6.10.3 Where a person declines the offer of an FPN, it will be necessary to consider taking alternative enforcement action; whilst this would ordinarily mean prosecution, this is not inevitable.

## **6.11 Prosecution**

- 6.11.1 The decision to prosecute is significant as it may impact on the licence holder's future employability. Generally, the circumstances that may warrant a prosecution include, but are not limited to:
- (i) blatant disregard for legislation and/or this policy, particularly where the economic benefits are substantial and provide advantage of those licence holders who are law-abiding and compliant with this policy
  - (ii) when there has been blatant and/or reckless disregard for the safety of passengers or other road users
  - (iii) where there have been repeated breaches of legislation or the requirements of this policy
  - (iv) where a particular type of offence is prevalent, and a clear message needs to be sent
  - (v) where a particular contravention has caused serious public concern
- 6.11.2 A decision on whether to prosecute may consider, but is not limited to, the following:
- (i) the seriousness of the offence or contravention
  - (ii) the risk of harm to the public
  - (iii) identifiable victims (including the impact on the victims)
  - (iv) failure to comply with statutory notices, warnings, or other enforcement sanctions
  - (v) disregard of public safety for financial reward
  - (vi) the offender's previous history, in particular repeated offences or contraventions
  - (vii) the ability and willingness of witnesses to co-operate
  - (viii) the likelihood of future compliance
  - (ix) the probable public benefit of a prosecution and the importance of the case in establishing precedent or addressing public concern
  - (x) whether other action, such as a Simple Caution or FPN, would be more appropriate or effective.

## **6.12 Complaints against drivers**

- 6.12.1 Complaints against taxi and private hire drivers are relatively low in North Hertfordshire, however, when received usually relate to overcharging or unprofessional behaviour. All complaints will be fully investigated, often involving the taking of statements from the complainant, driver and any witnesses.
- 6.12.2 The investigating officer will consider all evidence and mitigating circumstances arising from the investigation before making a recommendation to a senior officer who will reach a decision in accordance with the Corporate Enforcement Policy and this policy. For the purposes of this paragraph, a senior officer is the investigating officer's immediate supervisor or line manager.
- 6.12.3 The outcome of any complaint will be advised to the complainant in the form of a written response.

# **PART 7 FARES**

## **7.1 Taxis**

- 7.1.1 Taxi fares, set by the Council, are a maximum and can be negotiated downwards by the hirer. The Council considers it good practice to review the fare scales at regular intervals, and will, therefore, consider the fare scales on an annual basis.



- 7.1.2 When determining the level of fares, consideration will be given to what it is reasonable to expect the travelling public to pay as well as the need to give the drivers an incentive to provide a cost-effective service at the times it is needed.
- 7.1.3 The fare for any journey that starts and ends within the District of North Hertfordshire cannot exceed the metered fare based on the Council's maximum fare tariff. The meter should only be started when the passenger(s) is/are in the vehicle and the journey commences.
- 7.1.4 The fare for any journey that starts or ends outside of the District of North Hertfordshire can be negotiated prior to the commencement of the journey without using the meter. Unless such an agreement is reached prior to the journey commencing, the fare should comply with the requirements of subsection 7.1.3
- 7.1.5 The maximum fares currently prescribed by the Council are set out on the Council's website. A table of authorised fares will be provided to each taxi licence holder, which must then be displayed in each vehicle so that it is easily visible to all hirers.
- 7.1.6 The Council will review the fares tariff on an annual basis, ordinarily with a view to setting a tariff from November each year. The Council will consult with the trade and follow the appropriate procedures detailed in the Local Government (Miscellaneous Provisions) Act 1976.
- 7.1.7 A taxi driver must, if requested by the passenger, provide a written receipt for the fare paid.
- 7.1.8 **A passenger cannot be charged for anything that is not listed on the Council's official tariff card. For example, a minimum charge for paying by debit or credit card is not permissible.**
- 7.1.9 **Payment by debit or credit card cannot be refused other than in exceptional circumstances such as no signal to connect the payment device.**
- 7.1.10 **If a driver does not have a suitable working payment device to accept debit or credit card payments, they should not be working.**

## **7.2 Private hire vehicles**

- 7.2.1 The fare for a journey in a private hire vehicle must be agreed with the private hire operator at the time of booking. The driver should charge no more than the fare agreed with the operator at the time of booking.
- 7.2.2 The agreement between the hirer and the operator can either be for a fixed monetary sum, or an agreement that the fare will be calculated using the meter within the vehicle. In the case of a metered fare, the starting point for engaging the meter must be agreed at the time of booking.
- 7.2.3 A private hire driver must, if requested by the passenger, provide a written receipt for the fare paid.

## PART 8 LICENCE FEES

### 8.1 Fee structure

- 8.1.1 The legislation and established case law provides that licence fees should be sufficient to cover the costs of inspecting the vehicles, providing taxi stands, and administering the control and supervision of taxis and private hire vehicles. In simple terms, the Council can only set fees on a 'reasonable cost recovery' basis and cannot make a profit from licence fees when analysed over a typical three-year cycle.
- 8.1.2 Discretionary services that do not fall within the remit of subsection 8.1.1, such as pre-application advice, knowledge testing, DBS appointments, etc. will be charged for separately utilising the same 'reasonable cost recovery' basis. This is to ensure that the cost of these applicant-specific services is not incorporated into the licence fees paid by existing licence holders.
- 8.1.3 The fees currently payable for the grant and renewal of taxi and private hire licences are set out on the Council's website. The fee structure is reviewed annually as part of the Council's budgetary process.
- 8.1.4 Where possible, fees will be combined to facilitate one single payment as opposed to a series of payments for applicants.

### 8.2 Payments

- 8.2.1 The Council can accept payment by debit or credit card, cheques, postal orders or BACS payments. Cheques or postal orders must be made payable to North Hertfordshire District Council.
- 8.2.2 The Council is unable to accept cash payments. If an applicant's only means of payment is cash, they should use a post office (or similar) to transfer the money to the Council.

### 8.3 Refunds and duplicate copies

- 8.3.1 The legislation does not provide for the surrender of a licence therefore the Council is under no obligation to provide a refund. Under exceptional circumstances, the Council may make a refund in respect of the whole months of the unexpired portion of the licence fee.
- 8.3.2 Where the Council receives a request for a duplicate copy of any previously issued licence, an appropriate fee will be paid to cover the associated administrative costs.
- 8.3.3 In the case of a licence that has been suspended, revoked or otherwise ends early due to disciplinary matters, no refund will be made by the Council.

## PART 9 TAXI STANDS

### 9.1 Appointed stands (commonly known as ranks)

- 9.1.1 The Council will periodically review the provision of taxi stands within the district. If there is evidence of the need to amend the existing provisions, particularly for disabled access,

a full consultation would be undertaken prior to any amendments. Comments are welcomed from either the trade or the public regarding the suitability of existing provision.

## 9.2 Waiting on stands

- 9.2.1 It is an offence for any person to cause or permit any vehicle other than a taxi to wait on any stand for taxis. Drivers of taxis may only wait on a stand whilst plying for hire or waiting for a fare; drivers who park on a stand and leave their vehicle unattended are committing an offence.
- 9.2.2 Whilst the law states it is an offence to leave a vehicle unattended on a taxi stand, discretion will be allowed for drivers leaving their vehicles in acceptable circumstances, for example 'comfort breaks'. Leaving a taxi unattended on a stand for any other circumstances, for example shopping, will be dealt with as an offence in accordance with this policy.
- 9.2.3 For the avoidance of any doubt, private hire vehicles cannot park on, wait on, or pick-up/drop-off on a rank. Additionally, they cannot park or wait near to a rank where it would give a customer the impression that they were a taxi available for hire.

## 9.3 Plying for hire

- 9.3.1 For the avoidance of doubt, the Council does not have a by-law requiring taxis to return to a taxi stand between fares. Taxis can, therefore, park and be available for hire in any position where an ordinary member of the public can lawfully park. Taxis are, however, subject to road traffic regulations and should not park in any position that obstructs the highway, the highway being both the road and the footway.

## 9.4 Restricted use ranks

- 9.4.1 If the Council introduce restricted use ranks in accordance with section 2.4.10 of this policy, any taxi not meeting the restrictions on use will have to use the existing unrestricted use taxi ranks or park away from the town centre other than collecting pre-booked customers.
- 9.4.2 An **Appendix H** will be added to this policy outlining the areas considered as a 'town centre' for the purposes of this section of the policy at the appropriate time and any taxi driver and/or proprietor failing to observe the town centre restrictions will be subject to enforcement action.

# PART 10 TRADE CONSULTATION

- 10.1 The Council wishes to encourage discussions between the trade and the licensing authority to promote a successful working relationship.
- 10.2 The Council will facilitate a closed, membership-based Facebook page for the trade which will serve as a page for the Council to post important information, plus allow the trade to post questions for officers to answer. Membership rules will apply.
- 10.3 The Council encourages all licence holders to join the page however acknowledge that this platform may not be suitable for all the trade. Therefore, all important information will also be sent via email to licence holders after it is posted on the Facebook page.

- 10.4 The Council acknowledges the role of the North Herts Taxi Drivers Association and will seek to consult with them on a regular basis through meetings between them and the licensing and community safety manager and the relevant Executive Member.

## PART 11 RIGHT OF APPEAL

- 11.1 The Local Government (Miscellaneous Provisions) Act 1976 Sections 48, 52 and 77 detail an applicant's right of appeal.
- 11.2 In general terms, where an applicant is aggrieved by the Council's decision to refuse to grant, refuse to renew, suspend or revoke a licence, or impose conditions on a licence the applicant has a right of appeal to the local Magistrates' Court. The only two exceptions are:
- (i) in the case of a refusal to grant or renew a taxi vehicle licence where the appeal lies directly to the Crown Court, and
  - (ii) the decision to suspend a taxi or private hire vehicle licence under s68 of the 1976 Act against which there is no right of appeal
- 11.3 Any appeal must be lodged at the Court within twenty-one days of the applicant receiving notification of the Council's decision. The appeal must state the grounds upon which the appeal is based.
- 11.4 A further right of appeal against the decision of the Magistrates' Court lies with the Crown Court.

## PART 12 DELEGATED POWERS

### 12.1 Authorised officers

- 12.1.1 All Officers of the Council, duly authorised under the Council's Scheme of Delegation and supported by specific written delegations, are responsible for the day-to-day operation of the Council's Taxi and Private Hire Licensing Policy **under the supervision of the licensing team leader**, save for any issues reserved for the licensing and community safety manager, Service Director or relevant Executive Member.
- 12.1.2 All Officers of the Council, duly authorised under the Council's Scheme of Delegation and supported by specific written delegations may issue penalty points in accordance with **Appendix D**.

### 12.2 Licensing and community safety manager

- 12.2.1 The following powers are specifically reserved to the licensing and community safety manager (or in their absence, any officer delegated to act in the licensing and community safety manager's absence) :
- (i) the overall management of the Council's authorised officers as detailed in subsection 12.1.1,
  - (ii) the authorisation of applications that are compliant with this policy,
  - (iii) minor departures from policy in accordance with subsection 1.3.4,
  - (iv) changes to the administrative process set out in Part 5 of this policy,
  - (v) substantial departures from policy in accordance with subsection 1.3.3,
  - (vi) temporary suspension of licensed drivers pending a disciplinary hearing before the licensing and community safety manager,

- (vii) suspension or revocation of existing licences
- (viii) refusal to renew existing licences,
- (ix) refusal of new applications,
- (x) any amendments to this policy in accordance with subsection 1.4.2 or 1.4.4

## 12.3 Service director

12.3.2 The setting of taxi and private hire licensing fees and charges is specifically reserved to the Service Director (or in their absence, any officer delegated to act in the Service Director's absence):

## 12.4 Executive member

12.4.1 The ongoing review and amendment of the Council's Taxi and Private Hire Licensing Policy in accordance with subsection 1.4.3 **and the setting of taxi fare tariffs.**

# PART 13 DEFINITIONS

13.1 All references in this policy document to the following terms imply the definition below:

Term	Definition
taxi	The word taxi refers to the legal term of hackney carriage as defined within the Town Police Clauses Act 1847
the 1976 Act	the Local Government (Miscellaneous Provisions) Act 1976
authorised Council officer	Any officer of the Council authorised under the Council's Scheme of Delegation as contained within the Constitution
Best Practice Guidance	Best Practice Guidance on Taxi and Private Hire Vehicle Licensing issued by the Department for Transport (dated March 2010)
the Council or the Licensing Authority	North Hertfordshire District Council
the trade	any holder of a current driver, vehicle or operator licence issued by North Hertfordshire District Council
the District	The geographical region contained within the boundaries of North Hertfordshire District Council
the relevant Executive Member	The Elected Member responsible for Licensing (or the appropriate service area following any subsequent restructure) who is a member of the Cabinet
the Service Director	The Service Director with responsibility for licensing or any nominated deputy authorised by the Council's Scheme of Delegation
the licensing and community safety manager	The current post-holder (or the manager of the service area following any subsequent restructure) or any nominated deputy authorised by the Council's Scheme of Delegation
the licence plate or the plate	The vehicle licence plate issued to all vehicles and required to be displayed externally at the rear of all licensed vehicles
this policy	North Hertfordshire District Council's Taxi and Private Hire Licensing Policy
proprietor licence	either a taxi or private hire vehicle licence

Registered medical practitioner	Any person with suitable qualifications in medicine and currently registered with the General Medical Council that is suitably qualified to perform the function of a General Practitioner (Doctor) or higher
driver licence	Any reference to the term driver licence, unless prefixed by DVLA, refers to a taxi or private hire driver's licence (within the context of the specific paragraph) issued by the Council
vehicle licence	Any reference to the term vehicle licence refers to a taxi or private hire proprietor licence (within the context of the specific paragraph) issued by the Council

Hackney carriage (as defined by s 38 of the Town Police Clauses Act 1847)

Every wheeled carriage, whatever may be its form or construction, used in standing or plying for hire in any street within the prescribed distance, and every carriage standing upon any street within the prescribed distance, having thereon any numbered plate required by this or the special Act to be fixed upon a hackney carriage, or having thereon any plate resembling or intended to resemble any such plate as aforesaid, shall be deemed to be a hackney carriage within the meaning of this Act; and in all proceedings at law or otherwise the term "hackney carriage" shall be sufficient to describe such carriage: Provided always, that no stage coach used for the purpose of standing or plying for passengers to be carried for hire at separate fares, and duly licensed for that purpose, and having thereon the proper numbered plates required by law to be placed on such stage coaches, shall be deemed to be a hackney carriage within the meaning of this Act.

Private hire vehicle (as defined by s 80 of the Local Government (Miscellaneous Provisions) Act 1976)

A motor vehicle constructed or adapted to seat fewer than nine passengers, other than a taxi or public service vehicle, which is provided for hire with the services of a driver for the purpose of carrying passengers.

## APPENDIX A THE DEFINITION OF 'FIT AND PROPER'

- A.1 The legislation clearly states that the Council may grant a licence only if it is satisfied that the applicant is a 'fit and proper' person. This Appendix details the definition of fit and proper used by the Council (section A.4 below) and other factors the Council will consider as part of this determination. Compliance with this policy is an integral part of the fit and proper person test.
- A.2 At the time of an application, **the onus is on the applicant to demonstrate that they meet this requirement, not on the Council to demonstrate that the applicant does not.**
- A.3 When considering disciplinary or enforcement action, **the onus is on the Council to demonstrate that the licence holder no longer meets this requirement.**

Definition of 'fit and proper'

- A.4 In the absence of a judicially approved definition of "fit and proper", the Council use the following tests taken from the Institute of Licensing's Suitability Guidance<sup>3</sup> published in November 2024.

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<sup>3</sup> Suitability Guidance: Guidance on determining the suitability of applicants and licensees in the hackney carriage and private hire industry 2024

### Taxi and private hire drivers

- A4.1 ***Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?***

The wording of this test is taken from the Department for Transport's Statutory Guidance and is very similar to wording from Mr J T H Button BA, Solicitor, MIL, MCI Arb, a well-known and respected solicitor widely acknowledged as an authority in taxi and private hire legislation, and which has generally been accepted by the Courts.

### Taxi and private hire vehicle proprietors

- A4.2 ***Without any prejudice, and based on the information before you, would you be comfortable allowing this person to have control of a licensed vehicle that can travel anywhere, at any time of the day or night without arousing suspicion, and be satisfied that they would not allow it to be used for criminal or other unacceptable purposes, and be confident that they would maintain it to an acceptable standard throughout the period of the licence?***

### Private hire operators

- A4.3 ***Without any prejudice, and based on the information before you, would you be comfortable providing sensitive information such as holiday plans, movements of your family or other information to this person, and feel safe in the knowledge that such information would not be used or passed on for criminal or unacceptable purposes?***

- A.5 In order to further assist in understanding the interpretation of this definition, the Council will be considering issues **including but not limited to** issues that assist it in determining whether or not applicants are safe drivers with a good driving records, are mentally and physically fit, are honest, and that they are persons who would not take advantage of their position to abuse, assault or defraud members of the public.

- A.6 It should be borne in mind that drivers may carry vulnerable members of the public such as elderly persons, unaccompanied children, disabled persons, persons who are incapacitated from alcohol, lone women and foreign visitors. Some examples of areas of concern that the Council will consider include, but are not limited to:

#### Honesty and trustworthiness

- (i) Drivers often have knowledge that a customer is leaving a property empty; they have opportunities to defraud drunken, vulnerable or foreign persons; or they have opportunities to abuse their position of trust. For example, all passengers would expect to be charged the correct fare for the journey and be given the correct change; they would expect any lost property to be handed over to the police; and they would expect confidentiality to be maintained between themselves and the driver.

#### Professionalism

- (ii) Drivers are often subject to unpleasant, abusive or dishonest behaviour, albeit from a small minority of passengers. Although this is clearly unacceptable behaviour, the Council expects drivers to always remain professional and unacceptable behaviour by passengers does not excuse in any way aggressive or abusive conduct by drivers. Confrontation should be avoided, and all disputes should be resolved



through the formal legal channels. Under no circumstances must drivers take the law into their own hands.

#### Good and safe driving ability

- (iii) Passengers are paying for a service whereby they expect to reach their chosen destination promptly and safely. Drivers must be fully conversant with all road traffic legislation and this policy and always drive in a professional, lawful and safe manner.

#### Passenger safety

- (iv) Passengers should be able to travel in a taxi or private hire vehicle without risk to their personal safety, or being subjected to harassment, inappropriate contact, or any other conduct contrary to the licensing objectives. Additionally, passengers can expect that a driver will be conscious of circumstances where a passenger may be at risk from behaviour outside of the licensed vehicle and assist them in leaving the area promptly and safely.

## APPENDIX B THE RELEVANCE OF CAUTIONS AND CONVICTIONS

### B.1 General principles

B.1.1 The over-riding consideration for the Council in its determination of applications is the promotion of the licensing objectives detailed within subsection 1.2.2 of this policy, in particular public safety.

B.1.2 **Notwithstanding the existence of this policy, each application will be determined on its own merits against the definition of ‘fit and proper’ contained within Appendix A.**

*This approach was endorsed by the High Court in *R (on the application of Nicholds)*<sup>4</sup>. Departure from policy will only happen where the Council considers there are **exceptional reasons** for doing so.*

B.1.3 Where it is necessary for the Council to depart substantially from this policy, clear and compelling reasons will be given for doing so. The purpose of this Appendix is to formulate guidelines, consistent with national guidance, which detail the Council’s current stance on the relevance of convictions and cautions in respect of applications for the grant of new licences, and the renewal of existing licences, for taxi and private hire vehicle, driver and operator licences.

B.1.4 **If a court has found an applicant guilty of an offence, that person cannot subsequently claim to the Council that they did not commit the offence. If they seek to do so, their representation will not be considered as this is entirely a matter for the courts. The applicant can, however, offer any mitigating circumstances relating to the offence that they wish the Council to consider.**

B.1.5 For the purpose of this policy, the acceptance of a Fixed Penalty Notice **and/or a community resolution** will be treated as a conviction. A caution may be treated as a conviction depending on the individual merits and mitigating circumstances of each case.

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<sup>4</sup>[2006] WHC (Admin), [2007] 1 WLR Admin Crt

Convictions for attempt or conspiracy will be regarded as convictions for the substantive crime.

#### Period free from conviction

- B.1.6 Unless stated otherwise, any reference to a period free from conviction relates to the period commencing from either:
- (i) where a custodial sentence has been imposed, from the end of the custodial period or
  - (ii) in any other case, from the date of conviction

## **B.2 History**

- B.2.1 The Council may consider an applicant's history as a licence holder with this, or any other, Council. In considering whether a person is 'fit and proper' the Council may consider such matters as the applicant's complaint history, their compliance with this policy, their co-operation with licensing officers' requests, and any other reasonable matters.

## **B.3 DVLA penalty points**

- B.3.1 Taxi and private hire drivers should provide a professional service to the public and must always be aware of the safety of passengers and other road users. Any traffic offence shows a lack of responsibility whilst driving either in terms of vehicle maintenance or the level of driving standards.
- B.3.2 Convictions or cautions for traffic offences will not automatically preclude an applicant from obtaining a licence, however, the number, nature and frequency of such offences will be considered. In some circumstances it may be appropriate to issue a licence together with a written warning as to future driving standards detailing the likely effect of further offences. Where there is a significant history of driving offences, an application is likely to be refused.

#### Five unspent penalty points or less on a current DVLA driving licence

- B.3.3 In cases of five (5) unspent penalty points or less on an applicant's DVLA driving licence, an application will usually be granted. A licence granted under these circumstances is likely to be issued together with a verbal warning as to future driving standards detailing the likely effect of further offences.

#### Six to nine unspent penalty points on a current DVLA driving licence

- B.3.4 In cases of six (6) to nine (9) unspent penalty points on an applicant's DVLA driving licence, an application may be granted depending on the nature of the offences and the frequency. A licence granted under these circumstances is likely to be issued together with a written warning as to future driving standards detailing the likely effect of further offences.

#### Ten or more unspent penalty points on a current DVLA driving licence

- B.3.5 In cases of ten (10) or more unspent penalty points on an applicant's DVLA driving licence, an application will be refused.

### Driving whilst using a hand-held telephone or other hand-held device

- B.3.6 Due to the risk to passenger and other road user safety, if an applicant has a conviction for this offence, a licence will not be granted until a period of five (5) years since the conviction or completion of any disqualification period, whichever is the later.

## **B.4 Major traffic offences**

- B.4.1 For the purposes of this section, major traffic offences include, but is not limited to:

- (i) dangerous driving,
- (ii) driving whilst disqualified,
- (iii) failure to stop after an accident,
- (iv) driving without valid insurance,
- (v) careless driving, and
- (vi) driving a vehicle with mechanical defectives (such as brakes, steering, tyres, etc.)

- B.4.2 If the applicant has been convicted of one major traffic offence, then a licence application will normally be refused until the applicant has completed a period of **at least seven (7) years** free from conviction.

- B.4.3 If the applicant has been convicted of more than one major traffic offence then a licence application will normally be refused until the applicant has completed a period of **at least fifteen (15) years** free from conviction. Where the combination of offences is an increased risk to the public, a period longer than fifteen (15) years may be substituted by the Council dependant on the extent of the risk to the public.

- B.4.4 If the applicant has been convicted of a combination of three (3) or more offences of no valid insurance and/or driving whilst disqualified then the Council believes that person causes an unacceptable risk to public safety and a licence will ordinarily be refused.

### “Totting up” under section 35 of the Road Traffic Offenders Act 1988

- B.4.5 Where an applicant/licence holder has been disqualified from driving by the courts under the “totting up” procedure, the Council will normally refuse an application until there has been a period of twelve (12) months free of relevant convictions. If the applicant has demonstrated to the court “exceptional hardship” and avoided a driving disqualification, applications will still normally be refused until there has been a period of twelve (12) months free of relevant convictions. The Council believe that the risk to the public is sufficient to maintain this consistent stance.

### Failure to declare motoring offences

- B.4.6 Where an applicant/licence holder fails to disclose motoring offences on their application form, even if they have been declared on previous applications or are spent, the Council will normally deal with this by way of the issuing of penalty points. If, however, the Council determines that there was a premeditated intention to deceive, the matter will be considered as an offence of dishonesty and dealt with in accordance with that section of this policy.

## **B.5 Major traffic offences resulting in death**

- B.5.1 The driving offences of causing death by:

- (i) dangerous driving,
- (ii) careless driving,
- (iii) driving under the influence of alcohol or drugs, or

(iv) driving unlicensed, disqualified or uninsured,

due to their nature, will be considered by the Council to be an unacceptable risk to public safety and an application will be refused.

## **B.6 Drunkenness**

B.6.1 Separate consideration will be given to convictions for drunkenness whilst in charge of a vehicle as opposed to drunkenness whilst not in charge of a vehicle due to the differing risk to the public.

### In charge of a motor vehicle

B.6.2 The Council considers driving or being in charge of a vehicle whilst under the influence of alcohol, **or failing to provide a specimen**, as a serious offence causing a high element of risk to the public; however, an isolated incident will not automatically preclude an application from being granted.

- (i) A single conviction for any alcohol-related driving offence will normally preclude an application from being granted for a period of **seven (7) years** from the restoration of the DVLA driving licence.
- (ii) More than one conviction for any alcohol-related driving offence represents an unacceptable risk to the public and an application will be refused.

### Not in charge of a motor vehicle

D4.3 An isolated conviction for drunkenness not associated with driving or being in charge of a motor vehicle will not automatically preclude an application.

- (i) Where there is an isolated conviction for disorder and/or drunkenness, a licence will normally be granted together with a verbal warning as to future driving standards detailing the likely effect of further offences.
- (ii) More than two (2) convictions for disorder and/or drunkenness will normally lead to refusal of an application until such time as a period of **five (5) years** free of convictions has elapsed.

## **B.7 Drug offences**

B.7.1 The Council considers all offences related to controlled substances as a serious risk to the public.

B.7.2 An applicant with one conviction for any Class A drug related offence, including supplying or trafficking, will be required to show a period of ten (10) years free of convictions before an application is considered.

B.7.3 An applicant with more than one conviction for any Class A drug related offence, including supplying or trafficking, will be considered an unacceptable risk to public safety and an application will be refused.

B.7.4 An applicant with a conviction for any Class B drug related offence, including supplying or trafficking, will be required to show a minimum period of **seven (7) years** free of convictions before an application is considered. The length of period over and above the minimum five (5) years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.

- B.7.5 An applicant with a conviction for any Class C drug related offence will be required to show a period of at least three (3) years free of convictions before an application will be considered.
- B.7.6 In all cases, where an applicant has been medically classed as an addict, an application will be precluded until such time as a period of **seven (7) years** has elapsed since the completion of a recognised detoxification programme.
- B.7.7 For the purpose of this section, driving whilst under the influence of drugs, or failing to provide a specimen, will be considered serious offences and will result in an application being refused.**

## **B.8 Sexual or indecency offences**

- B.8.1 As taxi and private hire drivers often carry unaccompanied and/or vulnerable people, any applicant with a conviction or caution for any sexual or indecency offence (other than a major offence – see subsection B.8.2 below) will normally be refused a licence until such time as they have been free of convictions for a period of seven (7) to twelve (12) years. The length of period over and above the minimum seven (7) years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.

### Major sexual or indecency offences

- B.8.2 For the purpose of this policy, the following offences will be considered as major sexual or indecency offences with the highest element of risk to the public:
- (i) rape
  - (ii) indecent or sexual assault
  - (iii) assault by penetration
  - (iv) making, distributing or possession of child pornography
  - (v) trafficking and/or preparatory offences (defined by the Sexual Offences Act 2003)
  - (vi) sexual offences involving children or vulnerable adults

Any applicant with a conviction for a major sexual or indecency offence will be considered an unacceptable risk to the public and any application will be refused.

- B.8.3 In addition to the above, a licence will be refused for any applicant who is currently on the Sex Offenders Register.**

## **B.9 Violent offences**

- B.9.1 The Council considers all violence related offences as a serious risk to the public; offences of criminal damage and public order will be treated as violent offences for the purposes of this policy.
- B.9.2 An application will be refused where the applicant has been convicted of:
- (i) murder or attempted murder,
  - (ii) manslaughter,
  - (iii) any offence involving the possession of a firearm,
  - (iv) any terrorism-related offence, or
  - (v) racially aggravated grievous bodily harm or malicious wounding.
- B.9.3 An application will be refused where the applicant has been convicted of:
- (i) arson,

- (ii) possession of a weapon (other than a firearm),
  - (iii) any racially aggravated offence (other than those in B.9.2 above),
  - (iv) any offence that may be categorised as domestic violence,
  - (v) violent disorder or riot.
- unless there has been a period of ten (10) years free of conviction.

B.9.4 An application will normally be refused where the applicant has a conviction for a violent offence, other than those listed in B.9.2 or B.9.3 above, unless there has been a period of five (5) to ten (10) years free of convictions. The length of period over and above the minimum five (5) years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.

#### Multiple offences

B.9.5 Whilst an isolated conviction for a violent offence, other than those listed in B.9.2 above, will not normally permanently preclude an application, the Council will have grave concern for public safety if an applicant has committed multiple violent offences.

An application will be refused in cases where an applicant has:

- (a) two (2) or more separate convictions for violent offences listed within subsection B.9.3, or
- (b) three (3) or more separate convictions for violent offences.

### **B.10 Dishonesty**

B.10.1 Taxi and private hire drivers are expected to be persons of trust; it is comparatively easy for dishonest drivers to defraud the public, for example, by demanding more than the legal fare or giving incorrect change. Overseas visitors can be confused by the difference in currency and become vulnerable to an unscrupulous driver. Equally, any customer can be defrauded by a driver taking them by any other than the shortest route or by them retaining lost property left in the vehicle. As members of the public entrust themselves to the care of licensed drivers, the Council considers offences involving dishonesty as a serious risk to public safety.

B.10.2 An applicant that has been convicted of an offence related to dishonesty will normally be refused a licence until such time as they have been free of convictions for a period of five to ten years. The length of period over and above the minimum five years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.

### **B.11 Other offences and special circumstances**

B.11.1 If the applicant has declared any other offences not specifically covered by this policy on the relevance of convictions, or the specific circumstances of the application justify it, the application may be referred to the licensing and community safety manager for determination in line with the principles of this policy.

B.11.2 In particular, if an applicant/licence holder is not precluded by any one section of this policy but has a series of convictions that in their totality cause concern as to their ability to meet the 'fit and proper' test, the licensing and community safety manager may refer the applicant/licence holder to the licensing and community safety manager for determination in line with the principles of this policy.

## Adult and children barred lists

B.11.3 A licence will not be granted to a person who is on any barred list.

### **B.12 Summary**

B.12.1 Except in the most serious of circumstances, an applicant having a previous or current conviction will not normally be permanently precluded from obtaining a taxi or private hire driver's licence.

B.12.2 The Council believe that a person convicted of an offence, who is required to wait for the expiry of a rehabilitation period prior to their application being considered, is more likely to value their licence and ensure that future convictions are avoided.

B.12.3 The Council consider that there are, however, certain offences that are so serious in nature or frequency that an applicant should be precluded from obtaining or retaining a licence. The Council's over-riding policy objective is to safeguard the safety of the general public by ensuring that all licensed drivers are safe, competent, and are able to maintain their vehicles to an acceptable standard.

B.12.4 By producing clear and transparent guidelines on the relevance of convictions, the Council is seeking to maintain the high standard of taxi and private hire drivers, proprietors and operators within North Hertfordshire.

### **B.13 Existing licence holders**

B.13.1 Any existing licence holder convicted of an offence during the period of their current licence will be subject to the above policy relating to the relevance of convictions as though they were a new applicant. In circumstances where a new applicant would normally have their application refused, an existing licence holder would normally have their licence revoked.

B.13.2 Existing licence holders should be aware that if the Council receives notification from the police that a driver is being investigated for an offence that would preclude the grant of a licence or is likely to result in the revocation of an existing licence, their licence will normally be revoked with immediate effect pending the outcome of the investigation.

(i) In the event that no charges are laid against the licence holder, the licence will ordinarily be reinstated for its original duration.

(ii) In the event that the licence holder is found not guilty, the licence will ordinarily be reinstated for its original duration, save for any previous or ongoing concerns relating to the licence holder's ability to meet the 'fit and proper' test.

### **B.14 Principles of the Rehabilitation of Offenders Act 1974 ("the 1974 Act")**

B.14.1 Under the 1974 Act, criminal convictions can become spent after a certain period, and once spent, for many purposes, can be disregarded completely. The possibility of rehabilitation, and the length of time before rehabilitation occurs, depends on the sentence imposed and not the offence committed. Where a person is sentenced to imprisonment for a period exceeding thirty months, the conviction can never be spent.

B.14.2 Despite the above general principles, the Act does not apply to applicants for taxi and private hire drivers' licences. This is because the driving of these vehicles is listed as a "regulated occupation" in relation to which questions may be asked as to the suitability of individuals to be granted a licence.



- B.14.3 Although the 1974 Act does not prevent any judicial authority, including the Council acting as the licensing authority, from taking spent convictions into account, such convictions are only admissible in so far as they are relevant to the issue as to whether the applicant is a 'fit and proper person' to hold a licence. The determination as to whether certain convictions are spent, therefore, may be a relevant exercise.

#### Protected convictions and cautions

- B.14.4 Government has prevented certain old or minor offences from being disclosed on a DBS disclosure, these are known as protected offences.
- B.14.5 If the Council becomes aware of a protected conviction or caution, it will not consider it as part of its determination.

### **B.15 Referrals to the licensing and community safety manager**

- B.15.1 Where the licensing and community safety manager is considering whether an applicant meets the 'fit and proper' person test, the process outlined in **Appendix G** will be followed.

## **APPENDIX C DRIVER CODE OF CONDUCT**

### **C.1 General responsibilities of a licensed driver**

- C.1.1 Licensed drivers shall use their best endeavours to promote the image of the trade by:
- (i) complying with all aspects of this policy,
  - (ii) always maintaining their vehicles in a safe and satisfactory condition,
  - (iii) attending punctually when undertaking pre-booked hirings,
  - (iv) assisting passengers entering and alighting from the vehicle,
  - (v) offering passengers reasonable assistance with luggage, and
  - (vi) always behaving in a civil, orderly and responsible manner.
- C.1.2 To avoid nuisance to residents when picking up or waiting for a fare, a licensed driver shall:
- (i) not sound the vehicle's horn illegally to attract the passenger's attention,
  - (ii) keep the volume of all audio equipment to a reasonable level, and
  - (iii) switch off the engine when required to wait.
- C.1.3 Whilst waiting on taxi ranks, in addition to the requirements of subsection C.1.2, a licensed driver shall:
- (i) rank in an orderly manner and proceed promptly along the rank in accordance with rank protocol,
  - (ii) remain in the vehicle, save for alighting to smoke or for comfort breaks, and
  - (iii) ensure that the vehicle is not left idling at any time whilst parked.
- C.1.4 Whilst waiting at private hire operator premises, in addition to the requirements of subsection C.1.2, a licensed driver shall:
- (i) not undertake servicing or repair of vehicles on the highway,
  - (ii) not undertake servicing or repair of vehicles on the premises unless appropriate planning permission has been obtained,

- (iii) take whatever action is necessary to ensure that the business operation does not cause unnecessary disturbance to residents, and
- (iv) ensure that the vehicle is not left idling at any time whilst parked.

C.1.5 Drivers should be aware that they are in a position of significant responsibility, not only ensuring the safety of their passengers, but also the safety of the community as a whole. Any driver becoming aware of any criminal activity, suspected criminal activity, or safeguarding concerns is expected to report the matter to the police at the earliest opportunity.

## **C.2 Driver dress code**

C.2.1 The Council believes that licensed drivers have a responsibility to dress professionally and appropriately whilst undertaking taxi or private hire work to promote confidence amongst members of the public, especially visitors to the district.

C.2.2 The following are deemed to be unacceptable standards of dress for a licensed driver and are not to be worn:

- (i) bare chests,
- (ii) clothing or footwear which is unclean or damaged,
- (iii) clothing printed with wording, logos or graphics which may offend,
- (iv) sports shirts e.g. football, rugby or cricket tops, or track suits,
- (v) footwear that prevents the safe operation of the vehicle,
- (vi) headgear such as baseball caps, or any headgear that partially or completely conceals the face or the identity of the driver
- (vii) any shorts, other than smart tailored shorts.

This list is not exhaustive, and authorised officers will assess whether standards of dress are acceptable. If an Authorised Officer deems a driver's standard of dress to be unacceptable, the decision will have effect as though it were included in the above list.

## **C.3 Driver conduct**

C.3.1 The driver shall always be respectably dressed, clean and tidy in appearance whilst their vehicle is being made available for hire.

C.3.2 The driver shall always, when acting in accordance with the driver licence granted to them, wear or display such badge as supplied by the Council in such position and manner as to be plainly and distinctly visible at all times.

C.3.3 The driver shall not lend the badge to any other person or cause or permit any other person to wear it.

C.3.4 On termination or surrender of a driver's licence, the driver shall return the badge to the Council immediately.

C.3.5 The driver shall always behave in a civil, polite and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in, or entering, or alighting from, the vehicle.

C.3.6 The driver shall not wilfully or negligently cause or permit the vehicle licence plate to be concealed from public view or allow the licence plate to be so defaced as to make any information illegible.

- C.3.7 The driver who has agreed to, or has been hired to, be in attendance with the vehicle at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such vehicle at such appointed time and place.
- C.3.8 The driver, when hired to drive to a particular destination, shall proceed to that destination by either the shortest available route, or the believed cheapest route considering all known factors such as roadworks, delays, etc.
- C.3.9 The driver shall not convey, or permit to be conveyed, in such vehicle any greater number of persons than the number of persons specified on the Vehicle Licence.
- C.3.10 The driver shall convey a reasonable amount of luggage and afford reasonable assistance in loading and unloading luggage.
- C.3.11 The driver must not solicit, by calling out or otherwise importune any person to hire or be carried for hire.
- C.3.12 The vehicle shall be presented in a clean and tidy condition for each journey and free from any unpleasant odours.
- C.3.13 The driver shall not smoke or 'vape' in a licensed vehicle at any time.
- C.3.14 The driver shall not drink or eat in the vehicle whilst conveying passengers.
- C.3.15 The driver must ensure that the noise emitted from any sound equipment in the vehicle does not cause annoyance to any persons, whether inside or outside the vehicle.
- C.3.16 The driver shall not operate the horn as a means of signalling that the vehicle has arrived.
- C.3.17 Drivers must not use a mobile phone whilst driving unless it is designed for hands-free operation.
- C.3.18 The driver must notify the Council within a period of seven (7) days of:
- (i) any criminal conviction, caution, or fixed penalty notice,
  - (ii) any driving endorsement,
  - (iii) any change of medical condition that may impact on the ability to drive, or
  - (iv) any change of name or address

whilst the licence is in force.

## **C.4 Lost property**

- C.4.1 A licensed driver shall diligently search the vehicle periodically for any property which may have been accidentally left therein.
- C.4.2 In the event of lost property being found that is identifiable to a known passenger the driver shall either return the property to the passenger forthwith or contact the passenger to arrange its return.
- C.4.3 Any property found that is not identifiable to a passenger and not subsequently claimed within seven (7) days should be reported to the police and/or left in the custody of a police officer after obtaining a receipt. If advised to do so by the police, the licence holder can retain the property for the period advised by the police or taken to the Council offices.

## C.5 Carriage of animals

- C.5.1 A driver may not carry any animal not belonging to a passenger in a licensed vehicle whilst available for hire or carrying passengers.
- C.5.2 Animals, other than assistance dogs, in the custody of passengers may be carried at the driver's discretion, provided they are restrained in a safe manner.

### Assistance dogs

- C.5.3 A driver must carry assistance dogs when requested to do so by a passenger unless they have been issued with a medical exemption certificate. Assistance dogs include guide dogs for blind or partially sighted persons, hearing dogs for the hard of hearing or deaf persons, and any other assistance dog which assist a disabled person with a physical or mental impairment.

## C.6 Carriages of passengers with wheelchairs

- C.6.1 Passengers with wheelchairs often prefer to travel in normal saloon, estate or multi-passenger vehicles rather than a specially adapted wheelchair accessible vehicle. In these circumstances, a driver **must** carry a passenger with a wheelchair unless the vehicle is unable to accommodate the wheelchair within the luggage compartment.
- C.6.2 Drivers of wheelchair accessible vehicles must:
- (i) not refuse to carry any passenger with a wheelchair,
  - (ii) not charge any additional fare for passengers with wheelchairs,
  - (iii) be fully conversant with the correct method of operating all ramps, lifts and wheelchair restraints fitted to the vehicle,
  - (iv) ensure that all wheelchairs are firmly secured in the vehicle using an approved restraining system and that the wheelchair brakes have been applied prior to commencing the journey,
  - (v) ensure that all ramps, lifts and wheelchair restraints fitted to the vehicle are always available in full working order when the vehicle is available for hire.

# APPENDIX D PENALTY POINTS SCHEME

The penalty points scheme will operate as follows:

- D.1 The Council's Corporate Enforcement Policy will be fully considered by the enforcing officer when determining the manner in which any breach of legislation or the requirements of this policy are dealt with. Where it is decided that the use of the penalty points system is appropriate, the points will be issued in accordance with this Appendix
- D.2 Before penalty points are issued, there must be sufficient evidence to prove, on the balance of probabilities, the offence or breach of licensing requirements. The issuing of penalty points is not a formal sanction in its own right; it is merely an open and transparent method of how a driver will be assessed in terms of the 'fit and proper person' test. The points system is predominately an internal management tool for ensuring that drivers who repeatedly contravene regulations and/or this policy are referred to the licensing and community safety manager to consider whether they continue to meet the fit and proper person requirements of **Appendix A**. As part of that referral, the driver's penalty offences will be re-considered in light of any mitigating circumstances the driver wishes to be considered.

- D.3 Points issued to either a proprietor or driver will be confirmed in writing within ten (10) working days from the discovery of the contravention or the conclusion of an investigation into a complaint, whichever is the later.
- D.4 When issued, the penalty points will remain "live" for a period of two (2) years from the date they are imposed so that only points accumulated in a rolling twenty-four (24) months period will be considered.
- D.5 If a driver, proprietor or operator accumulates twelve (12) or more points within a period of two (2) years from the date they are imposed, they will be required to attend a disciplinary meeting with the licensing and community safety manager, where the appropriate action to be taken in accordance with this policy.
- D.6 More than one accumulation of penalty points in excess of the twelve (12) point threshold in any four (4) year period will result in the licensing and community safety manager revoking a licence due to the person failing to satisfy the 'fit and proper person' test as defined in **Appendix A**.
- D.7 Once the matter has been dealt with, the points will be removed if a suspension or revocation is imposed. If the "live" period is extended or a written warning given, however, the points will remain "live" for the normal two-year period.
- D.8 Even though penalty points have been issued by an Authorised Officer of the Council, if it is subsequently found that the driver has previously been issued with penalty points, or has been formally cautioned, for similar offences, the Council reserve the right to cancel the penalty points and deal with the matter in accordance with the Corporate Enforcement Policy and the provisions of Part 6 of this policy. The penalty points system will operate without prejudice to the Council's ability to take other action under appropriate legislation or as provided for by this policy.
- D.9 In assessing whether penalty points are appropriate to address the concerns raised, the enforcing officer will have regard to matters such as, but not limited to:
- (i) previous warnings
  - (ii) previous penalty point offences
  - (iii) mitigating circumstances
  - (iv) seriousness of the misconduct
  - (v) effect of the misconduct on the passengers, public or other drivers
  - (vi) the likelihood of the misconduct being repeated
  - (vii) acceptance of the misconduct/remorse for their actions
  - (viii) co-operation with any investigation
- D.10 There is no right of appeal against the award of penalty points by an Authorised Officer of the Council as this is not a formal sanction in its own right.

### SCHEDULE OF PENALTY POINTS

Misconduct	Points
Displaying an unpleasant manner towards a passenger or member of the public	4
Verbal abuse towards a passenger or member of the public	8
Physical abuse of any person	12
Rudeness towards, failure to co-operate with or obstruction of a council officer	10
Failing to ensure the safety of a passenger entering, alighting or whilst conveyed in a licensed vehicle	10
Failing to provide reasonable assistance with a passenger's luggage	4

Refusal to carry an assistance dog	12
Charging an additional amount for the carrying of an assistance dog	12
Failing to allow an assistance dog to travel in the passenger compartment with the passenger	10
Failing to assist a passenger with an assistance dog to enter or alight the vehicle	10
Refusal to carry a passenger in a wheelchair	12
Charging an additional amount for the carrying of the wheelchair	12
Failing to assist a passenger in a wheelchair to enter or alight the vehicle	10
Eating whilst conveying passengers	3
Consuming alcohol whilst available for hire	12
Smoking or vaping in a licensed vehicle at any time	6
Failure to correctly use the taximeter when hired for journeys starting and ending within North-Hertfordshire (taxi only)	12
Failing to agree a fare with the passenger for any out-of-district journey where the taximeter is not being used	12
Charging a taxi passenger more than the metered or agreed fare	12
Failing to advise a private hire passenger of the fare prior to the start of the journey	12
Failing to display the current fare tariff card prominently within a taxi	4
Private hire driver soliciting for hire in a private hire vehicle	12
Private hire driver accepting a fare that is not pre-booked directly with the private hire operator	12
Failing to display the specified door sign on a private hire vehicle	4
Displaying a sign or advertisement on a licensed vehicle contrary to this policy or without Council consent (where required)	5
Failing to advise of a relevant medical condition as required by this policy	10
Failing to provide a receipt when requested or when required by this policy	4
Failing to notify the Council of a change of name and/or address	3
Failing to advise the Council of an accident as required by this policy	4
Failing to advise the Council in writing of convictions during the period of a licence in accordance with this policy	12
Failing to disclose previous convictions on an application form	12
Failing to ensure the exterior and/or interior of the licensed vehicle is maintained in a clean, sound and roadworthy condition	8
Failing to display the external licence plate in accordance with the requirements of this policy	10
Failing to display the internal licence plate	6
Using a hand-held mobile telephone or entertainment device whilst driving	12
Knowingly giving false information to passengers	6
Failing to collect pre-booked passengers or failing to arrive at a pre-booked location at the agreed time without reasonable excuse	6
Failure to comply with the no idling requirements of this policy	4
Failure to WEAR a driver badge	6
Refusal to take a fare without reasonable excuse	12
Unnecessarily prolonging a journey	10
Travelling less than the lawful distance for an agreed fare	6
Waiting/parking in parking bays without a valid parking ticket	4
Waiting/parking on a loading bay, disable bay or bus stop	4
Waiting/parking on yellow lines or a footway	4
Carrying persons other than the hirer without the hirer's consent	6
Carrying more passengers than permitted	12
Using a licensed vehicle to ply for hire or to be made available for hire when in an unsafe and/or un-roadworthy condition	12
Driver leaving a taxi unattended on a rank	3

## **APPENDIX E**

# **ADDITIONAL CONDITIONS FOR LICENSING STRETCHED LIMOUSINES**

- E1 Left-hand drive limousines will be permitted as private hire vehicles
- E2 Sideways facing seating will be permitted in limousines providing that it conforms to all relevant road traffic vehicle legislation.
- E3 All limousines licensed as private hire vehicles must hold a valid Individual Vehicle Approval Certificate and be fitted with tyres of appropriate size and grade for that Approval.
- E4 All limousines licensed as private hire vehicles must obtain six-monthly test certificates showing that the vehicle has satisfied the standards of the appropriate MOT Class. The vehicle licence holder is responsible for sourcing a garage approved to carry out such tests and providing documentation attesting to the garage's compliance with the Council's vehicle testing requirements.
- E5 All limousines licensed as private hire vehicles must:
- (i) reduce their seating capacity to a maximum of eight (8) passengers,
  - (ii) not carry more than eight (8) passengers, including children, at any time,
  - (iii) not carry passengers in any seats in the driver's compartment,
  - (iv) ensure that any advertising of the limousine states the maximum seating capacity.
- E6 Seatbelts complying to all relevant legislation must be fitted to all forward and rear facing seats and must always be worn by passengers whilst the vehicle is in motion. There is no legal requirement for seatbelts to be fitted on sideways facing seats, however if they are fitted, they must be always worn by passengers whilst the vehicle is in motion.
- E7 If alcohol drinks are to be provided in the vehicle:
- (i) an appropriate licence under the Licensing Act 2003 must be in effect,
  - (ii) alcohol may only be sold whilst the vehicle is stationary,
  - (iii) whilst the vehicle is in motion, all receptacles containing alcohol shall be securely stored,
  - (iv) if any occupants of the vehicle are below the age of eighteen (18) years old, the vehicle must not contain any alcohol,
  - (v) all drinking receptacles used in the vehicle must be made of shatterproof glass, plastic or polycarbonate.
- E8 The driver shall not play or permit the performance of any media that, given its age classification or content, is unsuitable for the age of the youngest passenger in the vehicle.
- E9 Limousines licensed as private hire vehicles are not permitted to carry luggage within the passenger compartment of the vehicle.



- E10 Limousines licensed as private hire vehicles must carry a safety hammer capable of being used to break the window glass of the vehicle. The hammer must be securely located within the driver's compartment.
- E11 Limousines that are licensed private hire vehicles may only be booked from and despatched by a licensed private hire operator and driven by a licensed private hire driver; all three licences must be issued by the same licensing authority.

## **APPENDIX F RIGHT TO WORK**

- F.1 From 1 December 2016, the Council is under a new legal duty to ensure that driver and operator licences are only issued to applicants who have lawful immigration status and the right to work in the UK. By law, the Council cannot issue a licence to any applicant that does not satisfy this requirement. This change of law applies to all applicants regardless of where they were born, how long they have lived in the UK and, if they already hold a driver or operator licence, how long they have held that licence.
- F.2 All applicants will need to attend the Council Offices where a council officer will check your original valid documentation evidencing your right to work in the UK (this can be arranged at the same time as attending for a knowledge test or a DBS appointment). You must attend in person and bring evidence of your right to work in the UK. Only certain types of documentation are acceptable.
- Further information is available here: [Employer's guide to right to work checks](#)
- F.3 If the documentation you provide demonstrates that you have a permanent right to work in the UK (from List A) you will not be required to produce documentation for future applications.  
In other cases, you will be required to provide your documentation when you next apply to renew your licence so that your right to work can be verified again at that point in time.

## **APPENDIX G REFERRALS TO THE LICENSING AND COMMUNITY SAFETY MANAGER**

### **G.1 Extent of this appendix**

- G.1.1 This Appendix will apply to all referrals to the licensing and community safety manager for:
- (i) determination of an applications
  - (ii) departures from policy
  - (iii) consideration of fit and proper person test
  - (iv) suspensions and revocations
  - (v) any enforcement sanction
- G.1.2 Ordinarily, there is a right of appeal to the Courts in relation to decision made under section G.1.1 (i) to (iv).
- G.1.3 Additionally, the Council has its own internal complaints process if an applicant/licence holder feels aggrieved at the administration of the licensing team. Further information is available on the Council's website.

## **G.2 General principles**

- G.2.1 The general principles of this Appendix are to ensure that all applicants and licence holders have a fair hearing balanced against the need to ensure the promotion of the licensing objectives, in particularly public safety.
- G.2.2 Each referral will be considered on its own merits against the principles detailed in G.2.1 however the Council reserve the right to amend the processes detailed below should the merits of the referral warrant an alternative process.

## **G.3 Consideration of applications (grants and renewals)**

### Vehicles

- G.3.1 The licensing and community safety manager will consider all available information provided with the application against the requirements of this policy.
- G.3.2 The applicant will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the applicant may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.3.3 If the licensing and community safety manager wishes to inspect the vehicle the applicant may be requested to attend an appointment at the Council Offices for that purpose only.
- G.3.4 Failure to attend any appointment at the request of the licensing and community safety manager can be considered as part of the determination process.

### Drivers

- G.3.5 Where the licensing and community safety manager is considering whether an applicant meets the 'fit and proper' person test, the applicant will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the applicant may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.3.6 Prior to attending the meeting, the applicant will be provided with a case summary containing all the information necessary for the licensing and community safety manager to make his determination. The case summary will be provided to the applicant at least five (5) working days prior to the meeting.

### Private hire operators

- G.3.7 Where the licensing and community safety manager is considering whether an applicant meets the requirements of this policy, the applicant will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the applicant may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.3.8 Prior to attending the meeting, the applicant will be provided with a case summary containing all the information necessary for the licensing and community safety manager to make his determination. The case summary will be provided to the applicant at least five (5) working days prior to the meeting.

## Taxi or private hire vehicle proprietors

- G.3.9 Where the licensing and community safety manager is considering whether an applicant meets the requirements of this policy, the applicant will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the applicant may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.3.10 Prior to attending the meeting, the applicant will be provided with a case summary containing all the information necessary for the licensing and community safety manager to make his determination. The case summary will be provided to the applicant at least five (5) working days prior to the meeting.

## **G.4 Enforcement sanctions, including revocation and suspension**

### Vehicles

- G.4.1 Where the licensing and community safety manager is considering disciplinary and/or enforcement action against an individual or company, the individual or company will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the applicant may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.4.2 If the licensing and community safety manager wishes to inspect the vehicle the licence holder may be requested to attend an appointment at the Council Offices for that purpose only.
- G.4.3 Failure to attend any appointment at the request of the licensing and community safety manager can be considered as part of the determination process.
- G.4.4 In cases where the vehicle presents a risk to public safety or the taximeter is not correctly configured, a licensing officer may serve a s68 suspension notice until such time as the licensing and community safety manager can consider the case.

### Drivers

- G.4.5 Where the licensing and community safety manager is considering disciplinary and/or enforcement action against an individual, the individual will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the individual may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.4.6 If the licensing and community safety manager is considering suspension or revocation as an option, the individual will ordinarily be offered the opportunity to attend a meeting with the licensing and community safety manager. The opportunity of a meeting may be waived in cases including, but not limited to:
- risk to the public by delaying a decision
  - all evidence being considered has been provided by the individual
  - the individual has received a caution/conviction/motoring offence that would ordinarily preclude them from holding a licence by virtue of **Appendix B**
- G.4.7 Prior to attending a meeting with the licensing and community safety manager, the individual will be provided with a case summary containing all the information necessary

for the licensing and community safety manager to make his determination. The case summary will ordinarily be provided to the individual at least five (5) working days prior to the meeting. The period of five (5) days may be reduced in cases where the licensing and community safety manager believes that there would be a risk to the public of an unnecessary delay.

#### Private hire operators

- G.4.8 Where the licensing and community safety manager is considering disciplinary and/or enforcement action against an individual or company, the individual or company will be entitled to provide the licensing and community safety manager with any written mitigating circumstances. Where appropriate, the applicant may be requested to attend a meeting with the licensing and community safety manager if the licensing and community safety manager believes it would assist with the determination.
- G.4.9 If the licensing and community safety manager is considering suspension or revocation as an option, the individual or company will ordinarily be offered the opportunity to attend a meeting with the licensing and community safety manager. The opportunity of a meeting may be waived in cases including, but not limited to:
- risk to the public by delaying a decision
  - all evidence being considered has been provided by the individual or company
- G.4.10 Prior to attending a meeting with the licensing and community safety manager, the individual or company will be provided with a case summary containing all the information necessary for the licensing and community safety manager to make the determination. The case summary will ordinarily be provided to the individual or company at least five (5) working days prior to the meeting. The period of five (5) days may be reduced in cases where the licensing and community safety manager believes that there would be a risk to the public of an unnecessary delay.